

**North Coast Unified
Air Quality Management District**
707 L Street, Eureka, CA 95501
Telephone (707) 443-3093 FAX (707) 443-3099
<http://www.ncuaqmd.org>



**Job Description:
Administrative Support**

GENERAL:

Under the general direction of the Air Pollution Control Officer (APCO) and/or Deputy APCO, the Administrative Support Position provides the primary support for Front Office activities including support in issuing Burn Permits. The position will primarily respond to all incoming telephone calls, transfer calls to staff, and respond to general information questions from the public. The position will also assist with general Front Office tasks such as the issuance of burn permits, complaint response and tracking, wildfire response, receiving and sorting mail, office filing, and clerical support. The position may additionally maintain and update the District's website and social media outreach platforms, and/or be required to prepare letters and documents and assist with other customer service related activities.

PRINCIPLE DUTIES:

- Answer telephone, screen and direct calls
- Take and relay messages
- Provide information to callers
- Serve as support and backup for the District Burn Program including the issuance of Standard and Non-Standard burn permits
- Assist the District Burn Program in the management of Smoke Management Plans, including the issuance of Burn Authorizations
- Assist in the District's wildfire response
- General administrative and clerical support
- Handle citizen complaints
- Deal with queries from the public
- Prepare letters and documents
- Receive and sort mail and deliveries
- Manage, maintain, and order office supplies
- Schedule appointments
- Make copies, collate, bind and staple, and file documents and reports as needed
- Maintain the District's staff calendar
- Maintain the reception and Front Office area(s)
- Assist in the coordination of District vehicles and building maintenance, operation, and services
- Provide support to the implementation of District grant programs as necessary
- Assist the Clerk of the Boards with documents and reports as necessary

- Completion of temporary work as assigned
- Ensures knowledge of staff movements in and out of organization
- Assist in the oversight and update of the District's website and social media outreach platforms
- Assist with other customer related duties as assigned
- *Other duties as assigned*

EDUCATION AND EXPERIENCE:

- Knowledge of administrative and clerical procedures
- Knowledge of customer service principles and practices
- Office computer literacy
- Excellent verbal and written communication skills
- Strong interpersonal skills
- Maintain a positive attitude and contribute toward a quality work environment.
- Ability to deal effectively and calmly in difficult situations dealing with sources and the general public
- Attend, participate in and support training and staff meetings
- High school diploma or equivalent, plus two years of education and/or experience beyond that which would be obtained through a High School Diploma
- Demonstrated prior experience such as progressively responsible customer service, administrative, or receptionist job duties
- Possess valid California Drivers License

DESIRABLE QUALIFICATIONS:

- Three years of education and/or experience beyond High School that provides a level of education equivalent to an associate degree
- One year progressively responsible clerical or secretarial experience
- Prior employment experience with a regulatory and/or governmental body
- Prior employment in the field of customer service, administrative, or receptionist job functions

The position reports to the APCO and/or the Deputy APCO.

COMPENSATION:

The position is full time position, paid bi-weekly with a monthly salary range within the salary Range 100 (\$1,804-\$3,354). ***Salary is commensurate with education and experience.***