Douglas County Lake Tahoe Sewer Authority
An Equal Opportunity Employer

Job Description

Administrative Support Clerk

Date Prepared: **07/13/2026** Date Revised:

FLSA Status: **Non-Exempt** Salary Range: $71,403 - $107,105

SUMMARY: Under general supervision, performs a variety of administrative and clerical duties including word processing, phone answering, customer service, filing and data entry, and support daily office functions. Duties will include providing clerical support to the Authority Manager, Authority Senior Accountant and Board of Trustees, and data entry for Accounts Receivable, Payroll and Accounts Payable.

DISTINGUISHING CHARACTERISTICS: This is an **entry level/trainee** position and, as such, performs general reception, support, and record maintenance duties at the direction of the Senior Accountant. As experience is gained, incumbent will work more independently within established guidelines. This level is distinguished by the focus on handling primarily routine and/or repetitive day-to-day tasks. Most assignments can be carried out by following clear guidelines with the availability of supervision in non-routine situations.

ESSENTIAL FUNCTIONS: (***Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions.)***

- Answers phones and interacts courteously and professionally with customers, providing them with routine information, which may include customers' billing information. When appropriate, directs callers to the appropriate department or individual staff member.
- Enters data into computerized systems, records, codes and verifies information for completeness and accuracy; Maintains records, compiles data and prepares reports and summaries in conformance with predetermined forms and procedures.
- Perform sewer billing, payment processing, and customer account maintenance;
- Receives, reviews, verifies, and processes bills, invoices, and purchase orders; codes and enters them into the computerized accounting system
- Maintains inventory in administrative office.
- Searches files and records for information needed by other staff; sorts, categorizes, and files documents and records.
- Assist with payroll processing by collecting and reviewing timesheets, entering payroll-related information, maintaining payroll records.
- Runs errands such as making bank deposits and going to the post office.
- Opens and distributes mail; Processes outgoing mail.
- Maintain confidentiality of sensitive customer, financial, and personnel information.
- Provides administrative and clerical support as assigned, including copying, collating, faxing and filing documents.

QUALIFICATIONS FOR EMPLOYMENT:

Knowledge, Skills, and Abilities: (KSAs are the attributes required to perform a job; generally demonstrated through qualifying experience, education, or training.)

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Knowledge of:

- Basic elements of English usage, grammar, spelling and punctuation.
- Operation of basic office equipment such as fax machine, copiers, and personal computers.
- Principles of providing quality customer service to the public.
- Microsoft Excel and Word software;
- Basic arithmetic;
- DCLTSA policies and procedures.

Skills to:

- Make and maintain accurate records on a daily, weekly and monthly basis;
- Review and analyze your own work for accuracy and completeness;
- Type and enter data at a speed necessary for successful job performance;
- Demonstrate excellent communication and interpersonal skills; and
- Provide exceptional customer service.

Ability to:

- Perform a broad range of clerical tasks following guidelines and instructions with speed and accuracy.
- Perform basic arithmetic calculations using a calculator.
- Learn and apply general office procedures and policies.
- Communicate courteously and effectively with others both verbally and in writing.
- Follow written and oral instructions;
- Pay strict attention to detail;
- Establish and maintain cooperative working relationships with supervisor, co-workers and public.

EDUCATION, TRAINING AND EXPERIENCE: ***(Any combination of training, education, and experience that would provide the required knowledge and abilities)*** **A typical way to gain the required knowledge and ability is:**

Completion of a high school education or equivalent. Previous clerical and/or accounting experience or education will be given preference.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California or Nevada State Driver's License is required or the ability to obtain one immediately upon hire.

PHYSICAL AND MENTAL REQUIREMENTS: ***(The physical and mental/intellectual requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.)***

Strength, dexterity, and coordination to use keyboard and video display terminal for prolonged periods. Cognitive ability to operate a computer using word processing and databases. Strength and stamina to bend, stoop, sit and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references and other materials. Some reaching for items above and below desk level. Some reaching, bending, squatting and stooping to access files and records is necessary. The ability to appropriately handle stress, interact professionally, communicate effectively, and exchange information accurately with all staff and customers. Regular and consistent punctuality and attendance. Light lifting (up to 25 pounds) is occasionally required.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the employer.

WORKING CONDITIONS:

- Work is performed indoors in an office type environment where most work is performed at a desk.
- May occasionally be required to travel by car to pick up or deliver material.
- Frequent interruptions to planned work activities occur.
- **Incumbent may frequently be exposed to the smell of raw and treated sewage.**

Applicant's Acknowledgement: I acknowledge that I have read the above job description and have received a copy for my records.

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Applicant's Signature Date