MEINERS OAKS WATER DISTRICT
VENTURA COUNTY SINCE 1949
(805) 646-2114
"WATER IS PRECIOUS"
202 WEST EL ROBLAR DRIVE

Administrative Coordinator Job Description

FLSA Status: Non-exempt
Annual Salary Range: $63,500 - $77,184
Probationary Period: Six (6) Months

1. Definition

The Administrative Coordinator is a full-time, at-will position serving at the pleasure of the Assistant General Manager and working under the general supervision of the Assistant General Manager or Office Administrator. The position performs a broad range of customer service, utility billing, meter reading coordination, backflow and cross-connection program coordination, records management, administrative support, accounts receivable, accounts payable, payroll support, deposit preparation, Board packet support, and coordination with field staff to ensure accurate, timely, and responsive District operations.

2. Minimum Qualifications

- High school diploma, GED, or equivalent.
- Previous clerical, administrative, utility billing, public agency, accounting support (receivables, payables, payroll), and customer service experience is highly desirable.
- Ability to accurately type a minimum of 40 words per minute and perform accurate data entry.
- Ability to operate a 10-key calculator or perform accurate numeric data entry.
- Working knowledge of Microsoft Word, Excel, Outlook, electronic filing systems, and the ability to learn utility billing and accounting software.
- Bilingual English/Spanish, desirable.
- Must successfully complete any District-required pre-employment screening or fit-for-duty evaluation.

3. License Requirements

- Possess a Class C California driver's license and a driving record acceptable to the District's insurance carrier.

4. Basic Work Hours

- Normal work hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.

5. **Examples of Duties and Responsibilities**
   - Processes outgoing and incoming mail and assists with general office communication and routing of documents.
   - Provides front counter, telephone, and email customer service; responds to inquiries regarding accounts, billing, payments, service requests, conservation information, and District procedures.
   - Maintains District files, official records, customer account records, and paper and electronic filing systems in accordance with District practices.
   - Completes high-volume data entry of customer payments, adjustments, account updates, and related billing information efficiently and accurately.
   - Assists with monthly utility billing using the District's electronic billing system, including billing data review, billing export files, electronic bills, final bills, account adjustments, and related customer notifications.
   - Assists with preparing, recording, and reconciling District bank deposits and customer payment batches.
   - Processes new accounts, closed accounts, service changes, meter changeouts, customer information updates, and other utility billing activities as required.
   - Prepares, tracks, and closes field service orders using the electronic billing system, and coordinates with field staff regarding service requests and account-related field work.
   - Coordinates the monthly meter reading process, including meter reading file uploads, imports into the billing system, exception review, reread requests, and related service orders.
   - Performs responsible and confidential clerical and administrative work, including support for accounts receivable, accounts payable, payroll, purchasing, vendor records, and related financial documentation.
   - Coordinates the MOWD Cross-Connection Control and Backflow Prevention Program by coordinating with District staff, contracted vendors, certified cross-connection control specialists, device owners, and customers; tracking testing status, assessments, notices, and compliance follow-up; and maintaining program records.
   - Assists with preparation of Board agenda packets, staff reports, resolutions, notices, meeting materials, and related administrative documents.
   - Performs related duties and other responsibilities as assigned.

6. **Knowledge of:**
   - District practices, procedures, and policies.
   - Utility billing, customer account maintenance, payment processing, and basic accounts receivable procedures.
   - Basic accounts payable, payroll support, purchasing documentation, cash handling, deposit preparation, and internal control practices.

- Meter reading workflows, billing exception review, field service order tracking, and coordination between office and field operations.
- Cross-connection control and backflow prevention program tracking, customer notification, vendor coordination, and compliance recordkeeping.
- Modern office practices, methods, equipment, and software, including Microsoft Office, electronic filing systems, utility billing software, accounting software, database applications, and spreadsheet applications.
- Principles of business letter writing.
- Basic principles of records management, records retention, confidentiality, and appropriate handling of sensitive customer, employee, and financial information.
- Vocabulary, spelling, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public and District staff.

7. Ability to:

- Interpret and apply District policies, procedures, rules, and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Provide professional, courteous, and tactful customer service, including when handling difficult, sensitive, or time-sensitive customer interactions.
- Establish and maintain effective working relationships with those contacted in the course of business.
- Use Microsoft Office programs, electronic filing systems, utility billing software, and accounting or financial software with accuracy and efficiency.
- Respond to and effectively prioritize multiple phone calls, customer inquiries, billing questions, service requests, deadlines, and competing administrative assignments.
- Perform responsible clerical support work with accuracy, speed, and minimal supervision.
- Organize, maintain, and update office database and records systems.
- Maintain confidentiality of customer account information, employee information, financial records, and other sensitive District records.
- File materials alphabetically, chronologically, and numerically.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Review billing, meter reading, payment, and account data for accuracy; identify discrepancies and coordinate follow-up with appropriate District staff.

8. Working Conditions and Physical Requirements

Work is performed primarily in an office environment, utilizing modern office equipment and technology, and may require prolonged sitting and computer use. This position requires standing and walking and may involve twisting, reaching, bending, crouching, and kneeling. An incumbent must be able to meet the requirements of the classification and have mobility, vision, hearing, and dexterity levels appropriate to the duties to be performed. Employees must be able to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

9. Probationary Period

New employees shall serve a probationary period of six months, during which performance, attendance, conduct, and suitability for the position will be evaluated. Successful completion of the probationary period does not alter the at-will nature of the employment or guarantee continued employment.

10. Performance Evaluation

Performance evaluations will be conducted at least annually, based on the established performance goals and elements outlined in the *Performance Management & Incentive Pay Policy*. Each performance element category includes individual benchmarks used to evaluate job performance:

- Technical Competence/Mission Accomplishment (TM)
- Collaboration (CO)
- Customer Care (CC)
- Resource Management (RM)
- Leadership (L)
- Supervision (S)
- Continuous Improvement (CI)

___________________________________ ____________________

Employee Signature Date

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Employee – Print Name

Revised 8/2026

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Administrative Coordinator Competency Checklist

Rating Scale

Meets Requirements (M) demonstrates the competency at a satisfactory level for the position.

Needs Development (ND) partially demonstrated but additional training or experience is needed.

Not Yet Demonstrated (NY) insufficient opportunity or evidence to confirm the competency.

Not Applicable (NA) does not apply to the specific evaluation period, assignment, or review context.

Core Competencies

Competency	Six Month Review	Year Review	Notes / Examples
Professionalism and reliability			Demonstrates punctuality, dependability, sound judgment, and appropriate workplace conduct.
Customer service orientation			Provides courteous, responsive, and tactful service to customers, vendors, Board members, and District staff.
Communication skills			Communicates clearly and professionally in person, by telephone, by email, and in written materials.
Accuracy and attention to detail			Performs data entry, document preparation, records updates, and payment-related work with accuracy.
Confidentiality and discretion			Handles customer, employee, financial, and District records appropriately and confidentially.
Organization and time management			Prioritizes competing assignments, manages deadlines, and maintains orderly records and workflows.
Teamwork and collaboration			Works effectively with office staff, field staff, management, vendors, and outside agencies.
Adaptability and initiative			Learns new processes, accepts feedback, follows through on assignments, and helps identify improvements.

Job-Specific Competencies

Competency	Six Month Review	Year Review	Notes / Examples
Utility billing and customer account support			Assists with billing cycles, account updates, final bills, adjustments, electronic billing, and customer account inquiries.
Payment processing, deposits, and basic accounting support			Accurately processes payments, prepares deposits, supports accounts receivable, accounts payable, payroll, purchasing, and vendor documentation.
Meter reading coordination and billing exception review			Coordinates meter reading files, imports billing data, reviews exceptions, requests rereads, and prepares related service orders.
Field service order coordination			Prepares, tracks, closes, and follows up on service orders in coordination with field staff.
Cross-connection control and backflow program tracking			Tracks testing status, assessments, notices, compliance follow-up, vendor coordination, and program records.
Records management and filing systems			Maintains paper and electronic files, official records, customer account records, and retention-related documentation.
Board packet and administrative document support			Assists with agendas, staff reports, resolutions, notices, meeting materials, and related administrative documents.
Software and technology proficiency			Uses Microsoft Word, Excel, Outlook, electronic filing systems, utility billing software, accounting software, and database tools accurately and efficiently.
Policy and procedure application			Understands and applies District policies, procedures, customer service standards, billing practices, and administrative protocols.
Bilingual customer support, if applicable			Uses bilingual English/Spanish communication skills appropriately when assisting customers or preparing customer-facing communication.

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Overall Evaluation Notes

Evaluation Area	Notes / Comments
Strengths Observed	
Training or Development Needed	
Recommended Follow-Up / Goals	