

## **JOB TITLE: EXECUTIVE ADMINISTRATIVE ASSISTANT**

The Springfield Water and Sewer Commission (SWSC) is seeking highly motivated and innovative candidates to work as the **Executive Administrative Assistant**. This is a complex and highly responsible position supporting the Commission's Executive Director and the leadership team. Work involves responsibility for the independent exercise of administrative judgment and decision, under authority specifically delegated by upper level management. This position involves highly responsible administrative clerical functions of the Commission and requires a high degree of confidentiality. The position of Executive Administrative Assistant will report to a management level position or higher. This is an exempt position without overtime.

**About SWSC:** SWSC was established in 1996 as an independently operated and managed regional water and wastewater utility that provides retail and wholesale water and sewer service to approximately 250,000 customers across multiple communities in the lower Pioneer Valley. The SWSC has approximately 250 employees that operate and maintain a system of one thousand miles of water and sewer pipe, treatment plants, reservoirs, watershed land, dams, and other critically import infrastructure that serves the public.

**Mission Statement:** SWSC's mission is to provide an uninterrupted, high-quality supply of water to our customers, to collect and treat wastewater, and return clean water to the environment. [www.waterandsewer.org](http://www.waterandsewer.org)

### **Required knowledge, experience and skills:**

- Answers telephone in a highly professional manner and accurately routes calls as appropriate. Greet visitors, confirms appointment, and contacts appropriate host.
- Coordinates and confirms travel arrangements, using sound judgement relative to details and cost;
- Manage all incoming and outgoing correspondence for leadership staff, including mailings, Fed Express, certified mail, etc.
- Maintain adequate supply of office supplies and place orders as needed, understanding needs of individual team members.
- Handles organized and systematic maintenance of records and files for Executive Director
- Assistance in the creation and maintenance of confidential employee files for Human Resources.
- Manages employee license data, running reports for expiration date, following up with staff, entering license information into HRIS database, and accurately file.
- Updates HRIS databased with HR information such as completed trainings, emergency contact information, disciplinary action, etc., as directed.
- Prepares letters, memorandums, reports, and forms utilizing Microsoft Office and Adobe
- Schedules meetings, events and trainings, prepares agendas, coordinates schedules, send invites, and confirm attendance. Ensure onsite space is reserved and prepared.
- In partnership with HR or Safety, coordinates training enrollments across the Commission, processes payment via purchase order or credit card, follows up with attendees, creates attendance sheet, and ensures all necessary materials and equipment are available

- Utilizes graphic art and computer skills to assist the Communications department in Commission publications, such as the Employee Newsletter and notifications for the Public.
- Assist Communications Department in creation of information packages for Commission meetings.
- Assist in the creation and maintenance of new hire orientation packets for Human Resources.
- Creates materials and presentations for meetings, trainings and workshops;
- Assist in creation and distribution of correspondence and information to employees.
- Manages Purchase Order process and invoice maintenance for the leadership team. Assists with onsite procurement events as needed
- Monitor activity of Company Credit Card, audit bill, and ensure appropriate receipts are included.
- Performs related work as required.

**MINIMUM EXPERIENCE, TRAINING and EDUCATION:**

- The individual should have at least 5 years' experience in the area of administrative support at the executive level of administration, supporting multiple departments simultaneously.
- A diploma from an accredited high school or vocational school is required for this position; an associate degree is preferred.
- Exceptional communication skills to manage high volume phone calls, visitors and emails from internal and external contacts, including executives, customers and community leaders.
- Ability to express ideas clearly and concisely both orally and in writing. Ability to read, write and translate Spanish is desirable.
- Must possess advanced typing skills, and a strong working knowledge of Microsoft Windows and Microsoft Office programs including, but not limited to Outlook, Word, Excel, and PowerPoint programs.
- Experience/skills in website maintenance, document/presentation layout (particularly using the Adobe Creative suite, and graphic design/production strongly preferred.
- Ability to coordinate multiple schedules to organize internal and external events, and organizational skills to expertly manage all event details.
- Must be familiar with a variety of the administrative field's concepts, practices, and procedures, including file maintenance, document creation, organization of sensitive data, and maintenance of a highly professional executive work environment.
- Relies on experience and judgment to plan and accomplish goals, which would include identifying, researching, and resolving problems.
- Must possess and maintain a valid Driver's License.

**Qualified candidates should send their resume, cover letter and salary requirements to [Stephanie.douglass@waterandsewer.org](mailto:Stephanie.douglass@waterandsewer.org).**

EOE/AA