Providing safe, reliable, affordable, and sustainable utility service to our customers.

1230 Ruddell Road SE
Lacey, WA 98503
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Fax (360) 357-1172 ◆ HR@thurstonpud.org

Position Title:	Administrative Assistant I or II
Job Type:	Full-Time, FLSA Non-Exempt, Overtime Eligible
Department:	Finance and Administration
Location:	Thurston PUD Headquarters – Lacey, WA
Reports to:	Finance Director
Pay Range:	$4,696.55 - $6,600.00 per month ($27.10 - $38.08 per hour) DOQ

Definition

The Administrative Assistant I or II works under the direct supervision of the Finance Director or another manager and provides high-level human resources support and administrative assistance to ensure efficient daily operations. This role assists with employee relations, records and documentation, engagement initiatives, and benefit coordination while maintaining organized, confidential, and professional workflows.

This position contributes to the District's mission and vision by performing duties to support and assist in the following areas: Human Resources, Records Management, Public Records, and Facilities. This position also provides support to the General Manager, Assistant General Manager, and other managers or department heads.

Essential Duties (*Duties may include but are not limited to:*)

- Maintain organized, accurate and complete filing systems (digital and physical) for all HR documentation, including personnel files, performance notes, and recognition records.
- Maintaining compliance with HR policies, procedures, and confidential handling of employee
- information.
- May act as the primary point of contact for operational and highly confidential communications both internally and externally.
- Prepare Personnel Action Forms (PAF) to document changes to employee classification and/or pay.
- Responsible for coordinating recruitments, new employee orientations, employee separation processes, and coordination with WA State Employment Security Department and Labor and Industries.
- Facilitate employee relations by helping document concerns, conversations, and follow-up actions in alignment with HR guidance.
- Oversee the District's Labor and Industries Program by coordinating with Archbright.
- Conduct background checks on personnel candidates and customer volunteers (Water Tree Program).

- Coordinate employee performance and recognition programs, including award and training tracking, nomination processes, and event support.
- Support employee engagement initiatives such as Heritage Month Recognition, activities, and team-building events.
- Serve as a point of contact for benefit-related questions and assist employees in navigating enrollment, changes, or basic benefit inquiries.
- Coordinate HR benefits providers to ensure documentation is accurate and submitted on time including health insurance, FSA and VEBA programs.
- Monitor the employee suggestion boxes at both buildings.
- Support staff responsible for policies and procedures updates.
- Support staff responsible for public records requests.
- Support staff responsible for Event/Meeting Planning & Coordination.
- Support staff responsible for water system projects.
- Provide support for community and other District meetings; may include some night and weekend work.
- Provide support for Senior Leadership Team strategic sessions.
- As required, provide public or other meetings support (minutes, agenda preparations).
- Perform duties as the Facilities Liaison providing overall administration, coordination, and logistical planning for all things related to the operation for the administration and leased buildings.
- Assist with updates to the District's website.
- Provide administrative and secretarial duties and support directly to the General Manager, Assistant General Manager, Finance Director, and other managers.
- Schedule and coordinate meetings, appointments, employee events, and travel arrangements for PUD employees and Commissioners.
- As required serve as the primary point of contact for internal and external communications, including answering phones, responding to emails, and greeting visitors.
- As required provide backup for customer service functions which may require on call services.
- Prepare, format, proofread and edit documents, reports, presentations, and correspondence for grammar, punctuation and format.
- Assist with data entry, recordkeeping, and maintaining company databases.
- Support staff with administrative tasks such as copying, scanning, and distributing materials.
- Assist with project coordination, tracking deadlines, and ensuring deliverables are completed on time.
- May serve as the Clerk to the Board or as a backup to the Clerk of the Board.
- May serve as the public records specialist or assist in performing public records functions.
- Provide general office support to ensure a professional and welcoming environment.
- Manage office supplies and equipment, including ordering and vendor coordination.
- Provide customer service and perform receptionist duties including but not limited to answering phones, file maintenance, and processing incoming and outgoing mail.
- Provide assistance in Records Management, and Public Records Requests in accordance with the public records disclosure requirements of Washington State Public Records Act (RCW 42.56).
- Provide written communications to internal staff and to external stakeholders.
- Record public meeting and prepare minutes and create meeting agendas.
- Create and compose letters, email and other correspondence and printed materials including but not limited to communication plans, newsletters and flyers.

- Follow and monitor law or standards affecting water operations or policies.
- Perform other duties as needed.
- Must exercise decorum and discretion regarding personal and financial information.
- Proficient in Microsoft Suite including but not limited to Word, Excel, PowerPoint, SharePoint.
- Must have strong written and verbal communication skills.
- Must be team-oriented and able to work as a team member in a team environment.
- Must be able to work under pressure, prioritize competing tasks, meet deadlines and handle stressful situations tactfully.
- Perform duties with a high level of accuracy, thoroughness and completeness.
- Accepting personal responsibility for the quality and timeliness of work.
- Must have excellent interpersonal and interpersonal communications skills.

Knowledge, Skills, and Abilities

- For the Administrative Assistant I, one or more years of administrative experience in office, clerical, secretarial, or general administrative work. An associate's, bachelor's, or master's degree in Human Resources (HR), Management, Business, Public Administration or a related degree may be substituted for the years of work experience.
- For the Administrative Assistant II, three or more years of administrative experience in office, clerical, secretarial, or general administrative work. An associate's, bachelor's, or master's degree in Human Resources (HR), Management, Business, Public Administration or a related degree may be substituted for the years of work experience.
- Current and valid Washington driver's license with a driving record acceptable to the District's insurance pool.
- Work experience in Human Resources in the public sector and utilities is highly desired.
- Experience working in a confidential environment, preparing confidential reports and/or handling confidential information.
    - May support managers in the performing and reporting the risk management function.
    - Must demonstrate ability to keep documents organized.
    - Knowledge of government functions and processes, administrative procedures and personnel policies is highly desirable.
- Must communicate technical information clearly and concisely to a variety of audiences, including but not limited to, customers, field and office employees, state, county and municipal oversight agencies and management.
- Identify and prioritize workload on a daily basis quickly and must be willing request direction and clarification of priorities when there are conflicts in priorities of work.
- Must have integrity, honesty and be efficient and effective use of work time and resources.
- Must follow through on assignments and projects.
- Responsible for keeping commitments and initiating adjustments when needed.
- Participate in opportunities to enhance knowledge and skills that relate to job assignments or responsibilities.
- Excellent writing and editing skills.
- Respond to emails, phone messages, and mail in a timely manner.
- Respond to internal and external customer complaints in a timely and courteous manner.
- Participate in unit and division meetings in an active and constructive manner with open communication.
- Ask for assistance when it is needed.

- Demonstrate excellent written communication skills with experience writing executive letters and professional correspondence for public dissemination.
- Understand the relationship of the position to the organizational mission.
- Inform your supervisor of appropriate issues and identify alternative solutions.

Minimum Qualifications

- Must be 18 years old and must be eligible to legally work in the U.S.
- High school diploma or equivalency (GED).
- For the Administrative Assistant I, one or more years of administrative experience in office, clerical, secretarial, or general administrative work. An associate's, bachelor's, or master's degree in Human Resources (HR), Management, Business, Public Administration or a related degree may be substituted for the years of work experience.
- For the Administrative Assistant II, three or more years of administrative experience in office, clerical, secretarial, or general administrative work. An associate's, bachelor's, or master's degree in Human Resources (HR), Management, Business, Public Administration or a related degree may be substituted for the years of work experience.
- Intermediate or higher proficiency in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, and SharePoint).

Preferred Qualifications

- Experience working in the public sector and/or utilities.
- Experience supporting senior leadership.
- Experience with records management or the Washington State Public Records Act (RCW 42.56).
- Experience coordinating employee engagement or recognition programs.
- Knowledge of government administrative processes and/or policy support.

Physical Requirements

- Position requires the ability to walk, stand, and sit for extended periods of time. Employee will also be required to frequently climb stairs, bend, and reach.
- Position requires the ability to occasionally lift objects up to 25 pounds in weight.
- Position requires employee to perform simple grasping and fine manipulation, use a telephone, write, and/or use a keyboard to communicate through written means.
- Position requires employee to speak and hear clearly when communicating over the telephone and in-person.
- Specific vision abilities required by this job include close vision, peripheral vision, depth perception, the ability to adjust focus and the ability to distinguish between shades of color.

Working Conditions

Work is primarily performed indoors in a busy office setting, oriented to public services and subject to frequent work interruptions. The noise level in this work environment is usually low to moderate. As required, weekend and evening work and the ability to assist during emergency and disaster conditions is a condition of employment. Employees may work under the stress of continual public and/or interoffice contacts and pressure to meet timelines.

Level of Authority

Work is performed under the general direction of the Finance Director. The Administrative Assistant I or II is expected to perform most assignments independently.

Apply

To apply, send your resume, a cover letter that highlights your qualifications, and a completed supplemental questionnaire to Thurston PUD using one of the methods below.

Email:	HR@thurstonpud.org
Fax:	(360) 357-1172
Mail or In-Person:	Thurston PUD Attn: Human Resources 1230 Ruddell Rd SE Lacey, WA 98503

Resumes will be accepted until the position is filled. For questions regarding this recruitment, please contact our Human Resources Team at HR@thurstonpud.org or call us at (360) 357-8783. During the recruitment process, background checks (e.g., criminal history records, employment reference checks, driving record checks, etc.) may be conducted on the top candidates. The PUD is an Equal Opportunity Employer and maintains policies for a drug-free and smoke-free work environment.

About Thurston PUD

Established in 1938, Thurston PUD is a special-purpose municipal agency located in Lacey, WA. The PUD currently owns and operates 272 water systems, serving a population of approximately 25,000 people, including families, businesses, schools, and parks. Thurston PUD provides water planning and utility services to the citizens of Thurston County and operates water systems in Pierce, Lewis, King, and Grays Harbor counties. The PUD is governed by three Commissioners who are elected by the voters of Thurston County to serve for six years.

The PUD offers a competitive and comprehensive benefits package for full-time, permanent positions that includes:

- Group healthcare coverage (medical, dental, vision) with low employee premiums,
- Group term life insurance, long-term disability coverage, and accidental death and dismemberment coverage at no cost to PUD employees,
- Participation in the State of Washington retirement plan,
- Voluntary participation in the State of Washington Deferred Compensation Program,
- Ten paid holidays and two personal holidays each year, in addition to sick and vacation leave benefits,
- PUD-paid training and certifications, and
- Clothing allowance for administrative staff. For Field Operations staff, the PUD provides safety clothing, work boots, and other equipment.

Supplemental Questionnaire: Administrative Assistant I or II

1. Please select your highest level of education from the choices below.

- ☐ High school diploma or equivalent
- ☐ Associate degree
- ☐ Bachelor's degree
- ☐ Master's degree or higher

2. Do you have at least one -year experience with the following tasks? Please check all that apply.

- ☐ Creating and/or editing professional business correspondence with Microsoft 365 or Microsoft Office Suite products
- ☐ Handling, organizing and filing electronic and paper confidential documentation
- ☐ Employee new orientation and separation processes
- ☐ Employee benefit management
- ☐ Developing or updating policies and procedures
- ☐ Working under pressure with shifting priorities
- ☐ Working in a small organization (under 40 employees)
- ☐ Supporting multiple leaders simultaneously
- ☐ Preparing, organizing or assisting with Public Meetings in accordance with the Open Public Meeting Act
- ☐ Planning and coordinating professional events
- ☐ Customer Service including greeting customers, answering and transferring calls
- ☐ None

3. Which of the following best describes your experience in Human Resources including but not limited to new employee orientation and separation, benefits administration, personnel file management and employee handbooks?

- ☐ I have less than one (1) year of experience
- ☐ I have one (1) to two (2) years of experience
- ☐ I have two (2) to three (3) years of experience
- ☐ I have three (3) or more years of experience
- ☐ No experience

4. Which of the following best describes your experience proofreading, editing, reviewing, and evaluating documents (emails, letters, presentations, surveys, etc.)?

- ☐ I have less than one (1) year of experience
- ☐ I have one (1) to two (2) years of experience
- ☐ I have two (2) to three (3) years of experience
- ☐ I have three (3) or more years of experience
- ☐ No experience

5. Which one of the following best describes your work experience in an office environment where you were responsible for performing several tasks simultaneously while having continual interruptions? Examples: Supporting professional staff, having competing deadlines, directing calls or visitors, processing paperwork, scheduling meetings, and making travel arrangements.

- ☐ I have less than one (1) year of experience
- ☐ I have one (1) to two (2) years of experience
- ☐ I have two (2) to three (3) years of experience
- ☐ I have three (3) or more years of experience
- ☐ No experience

6. Which one of the following best describes your work experience performing a variety of GENERAL OFFICE duties for a business or organization, such as answering telephones, greeting visitors, filing keeping records or accounts, inputting data into a computer, typing or keyboarding, or processing mail?

- ☐ I have less than one (1) year of experience
- ☐ I have one (1) to two (2) years of experience
- ☐ I have two (2) to three (3) years of experience
- ☐ I have three (3) or more years of experience
- ☐ No experience

7. Which of the following best describes your work experience performing EVENT PLANNING AND COORDINATION duties for a business or organization.

- ☐ I have less than one (1) year of experience
- ☐ I have one (1) to two (2) years of experience
- ☐ I have two (2) to three (3) years of experience
- ☐ I have three (3) or more years of experience
- ☐ No experience

8. Which one of the following best describes your highest level of Microsoft Excel skills? (To qualify for the Intermediate level, you must also be able to perform the functions at the Basic level; to qualify for the Advanced level, you must also be able to perform the functions at Basic and Intermediate levels; to qualify for the Expert level, you must also be able to perform the functions at the Basic, Intermediate, and Advanced levels.)

- ☐ I do not have enough skills to meet the definition of the Basic level below
- ☐ BASIC: Create basic worksheets; create basic formulas; use basic functions; modify and format a worksheet; print workbooks
- ☐ INTERMEDIATE: Use advanced formulas; organize tables and worksheets; create and modify charts; analyze data using Pivot tables and Pivot Charts; insert and modify graphic objects in a worksheet
- ☐ ADVANCED: Create and edit macros; conditional formatting; apply data validation criteria; able to protect, share and merge files; trace cells and troubleshoot formula errors; uses data list outline; consolidate data and link workbooks; export and import text files and XML data; import data from the Web and create Web queries; analyze data using trend lines, Sparklines and scenarios
- ☐ EXPERT: Able to use and train others in all Excel functions listed above and uses advanced formulas, functions and arrays; uses information, date and time functions; uses advanced editing and formatting; advanced chart formatting; runs solver models and reports; embed and link information; set up customization including automation

9. Which one of the following best describes your highest level of Microsoft Outlook skills? (To qualify for the Intermediate level, you must also be able to perform the functions at the Basic level; to qualify for the Advanced level, you must also be able to perform the functions at Basic and Intermediate levels; to qualify for the Expert level, you must also be able to perform the functions at the Basic, Intermediate, and Advanced levels.)

- ☐ I do not have enough skills to meet the definition of the Basic level below
- ☐ BASIC: Compose email messages; send and respond to messages; organize email into folders; create contact information; schedule appointments; schedule meetings, manage tasks and notes
- ☐ INTERMEDIATE: Set calendar options; sort, find and filter messages; create distribution lists; share and delegate folder access; customize toolbar, menu bar, quick access tool bar and the To-Do bar; customize message options; use the journal entry to track and record; assign, reply and track tasks; create public folders and send and post information
- ☐ ADVANCED: Personalize with stationery and themes; create signatures; configure email security settings; group items and create search folders; apply conditional formatting; manage data files; create mail merge using contacts; archive messages
- ☐ EXPERT: Able to use and train others in all Outlook functions listed above

10. Which one of the following best describes your highest level of Microsoft Word skills? (To qualify for the Intermediate level, you must also be able to perform the functions at the Basic level; to qualify for the Advanced level, you must also be able to perform the functions at Basic and Intermediate levels; to qualify for the Expert level, you must also be able to perform the functions at the Basic, Intermediate, and Advanced levels.)

- ☐ I do not have enough skills to meet the definition of the Basic level below
- ☐ BASIC: Create, save, preview and print a basic document; edit selected text; change font appearance; highlight text; format paragraphs with tabs, borders, shading and styles; page setup, use auto correct
- ☐ INTERMEDIATE: Insert graphic objects and visual effects to a document; add tables to a document or convert tables to text; add watermarks, borders, headers and footers; use the word look up (thesaurus, dictionary); customize tables and charts; modify pictures in a document; create customized graphic elements; use templates
- ☐ ADVANCED: Insert content using quick parts; control text flow; perform mail merge function; uses macros for tasks; insert cover pages and table of contents; track changes and comments; insert bookmarks, footnotes and endnotes; add hyperlinks; cross-references and citations; link documents to excel worksheets; send document to PowerPoint; merge documents; redaction function; hide text; add digital signature, restrict access and use passwords; create, protect and automate forms
- ☐ EXPERT: Able to use and train others in all Word functions listed above

11. How did you learn of this employment opportunity?

- ☐ Indeed
- ☐ WorkSource
- ☐ Thurston PUD website (www.thurstonpud.org)
- ☐ Washington Public Utility Districts Association (WPUDA)
- ☐ Association of Washington Cities (AWC)
- ☐ Evergreen Rural
- ☐ Newspaper – Please list the publication: _____
- ☐ American Water Works Association (AWWA)
- ☐ Washington Association of Sewer & Water Districts (WASWD)
- ☐ American Public Works Association (APWA)
- ☐ Google search
- ☐ Referred by current or former PUD employee
- ☐ Other:_____