

**BOARD SECRETARY DUTIES AND EVALUATION
BOARD POLICY NO.**

Primary Objective

Aid and assist the Board, staff and public in the County Water District of Billings Heights office. Perform all assigned, implied, scheduled and unscheduled duties as required by the Board for the proper operation of the District office.

Under general supervision this position shall perform a variety of highly responsible, confidential, and complex administrative support duties for the General Manager and Board of Directors with a high degree of tact, discretion, trust, judgment and confidentiality; serve as the Clerk to the Board; provide administrative support as needed; serve as the District's Custodian of Records; and provide general information and assistance to the public.

Essential Job Functions:

The Board Secretary must:

- Possess excellent oral and written communication skills.
- Be able to understand oral and written instructions in order to perform activities defined in a variety of utility billing, payroll, and computer program manuals.
- Be bondable and capable of maintaining customer and employee confidentiality.
- Requires manual dexterity and use hands and fingers to handle and feel sufficient to operate computers and standard office machines such as fax, calculator, telephone, copiers etc.
- Have the ability to lift a reasonable amount of weight, bend, stoop, and operate a computer for extended periods of time.
- Requires sitting, standing, bending, and reaching; talk or hear, in person, in meetings and by telephone.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the Board as the needs of the job change.

Areas of Accountability and Performance:

- Manages the operations and services of the Board of Directors, including functions imposed by statutory law, Board meeting protocol, maintenance of confidential information and files, preparing and assembling Board agenda and agenda items, official

minutes, resolutions, meeting and legal notices and other related documentation and matters as required.

- Certifies the authenticity of official Board actions and prepares certified copies of such actions, as required.
- Receive and responds to a variety of requests and inquiries from District Board and staff, the public, and outside agencies.
- Schedules and arranges meetings by reserving rooms and equipment, issuing notices of meetings, and assembling materials;
- Attends and participates in meetings as needed including Board of Directors committees, regular, special, and other public meetings and records all official proceedings; accurately prepare minutes and other documents; and follows up on action items.
- Receives and reviews all agenda items to ensure that all submittals are complete and in compliance with established procedures.
- Arranges for publication of special meetings, hearings, and other documents, as needed.
- Fully aware of the operating procedures and policies of the District and administrative regulations as applicable.
- Maintains policy manuals, legal files of the District including Board agendas, Board minutes, Board resolutions/ordinances, and documents similar in nature.
- Coordinates all aspects of filling Board vacancies, either by election or appointment; maintains full responsibility for election proceedings for Board members in coordination with the Yellowstone County Elections Department.
- Perform a wide variety of duties and responsibilities with accuracy and speed under pressure of time-sensitive deadlines.
- Establish and maintain an effective and cooperative working relationship with coworkers through knowledge of work, personal and professional conduct, and good judgment.
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
- Perform related duties as assigned or required for the ongoing operation of the District's business.
- Contact customers regarding delinquent accounts, or unusual meter readings.
- Coordinate collection of delinquent accounts.
- Execute daily computer system data backups and website maintenance.
- Answers, screens, and refers telephone calls from customers and Board of Directors, providing information and handling issues that may require sensitivity and the use of sound independent judgment; responds to requests for information and complaints and refers requests or complaints to appropriate staff;
- Utilize proper tact and diplomacy when dealing with District business.
- Maintain effective communication with other employees, District customers and suppliers, and the Board.
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities;
- Observes safe work practices and safety methods; performs other duties as assigned.

Education, Training and Experience Requirements: - Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. Possession of a Notary Public commission from the State of Montana is desirable.

Knowledge of:

- District operations, procedures, policies, precedents, rules and regulations.
- Record retention procedures.
- Pertinent State, and local laws, codes and regulations for Special Districts,
- Agenda preparation and distribution requirements.
- Modern office practices, procedures, and computer equipment/software.
- Adobe Acrobat for professional document finishing, indexing and compilation.
- Principles and practices of effective customer service.
- Microsoft Office Suite programs for word processing and spreadsheets.
- Standard business practices such as letter writing, report writing, preparing informational materials in visual formats.
- English language usage, spelling, grammar, and punctuation.

Ability to:

- Perform a variety of complex administrative and analytical support work involving the use of sound independent judgment and personal initiative with exceptional organization skills for the General Manager, Board of Directors, and District staff.
- Interpret and apply administrative and District policies, procedures, laws and regulations.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Compile and prepare routine reports.
- Maintain confidential data and information for appropriate personnel.
- Independently prepare correspondence and memorandums.
- Successfully adapt to changing workload and task assignments.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Plan, coordinate, and organize work to meet deadlines with accuracy, thoroughness, and attention to detail.
- Work independently and prioritize multiple tasks often under time constraints and with limited or no supervision.
- Read, understand and carry out written and oral directions in a clear, concise, and consistent manner.
- Operate a variety of automated office machines typical of a work environment such as a multi-function printer/copier/scanner machine, and fax machine.
- Operate a computer for the effective operation of the Department including word processing, database, spreadsheet, presentations, email, Internet and an integrated accounting software package.
- Communicate clearly and concisely both orally and in writing with District staff, coworkers, consultants, the Board and the public in one-to-one and group settings.

Evaluation of the Board Secretary

At least annually, at or near the employment anniversary date of the Board Secretary, the Board will meet in executive session for the purpose of evaluating the performance of the Board Secretary.

The Board will summarize the results of their individual evaluations and arrive at a consensus as to the overall performance of the Board Secretary. The results of the evaluation will be communicated to the Board Secretary.

The Board President shall ensure that the provisions of this policy are followed.

Adopted:
Revised:
Reference: CWBDH Policy
Review Date:

Attest: /s/ _____
Board President

Attest: /s/ _____
Secretary