



Coachella Valley Public Cemetery District

Classification Specification

ADMINISTRATIVE ASSISTANT CLERK

August 2025

FLSA Status: Non-Exempt, Part-Time, Temporary

Range: 17

Hourly: \$20.03 to \$24.35

DEFINITION:

Under the direct supervision of the Cemetery Services Manager, the Administrative Assistant Clerk provides a wide range of administrative and clerical support; responds to requests for information from the public and District staff by phone, email and walk-in visits; enters data and composes and prepares a variety of correspondence, records and documents; assists with the on-going maintenance of cemetery records; receives payments; performs other duties as assigned.

ESSENTIAL DUTIES:

- Screens calls, visitors, and incoming mail; responds to questions, complaints and requests for maintenance from the public and vendors who come to, or contact, the Cemetery Office; provides information to the public, by phone or in person; listens to questions and interprets and applies regulations, policies, procedures, systems, rules, and precedents according to existing guidelines; responds to staff inquiries and complaints; refers parties to the appropriate District and department source; coordinates or resolves problems of a moderate nature when appropriate.
- Assists with District projects and/or programs as assigned by management staff; provides support in a variety of research and department related activities and projects; coordinates Special Programs at cemetery sites.
- Organizes and carries out administrative assignments; gathers, compiles, and organizes information and data from various sources on a variety of specialized topics related to District services and programs; reviews and tabulates standard mathematical and statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Serves as liaison between management and other staff or the public, organizing and implementing activities, resolutions and information; schedules appointments and greets families coming for appointments; accepts payments and enters into system; distributes mail.
- Keeps District literature up to date (brochures, price lists, maps, lists of mortuaries and marker companies, on-call emergency schedule, etc.) in office.

- Coordinates and integrates District and department services and activities with external organizations, entities and agencies.
- Operates a variety of standard office equipment, including computer hardware and software applications, copiers, postage meters, and multi-line telephones.

OTHER DUTIES:

- Performs related duties as assigned.

QUALIFICATIONS:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- High school diploma or GED required.
- Additional coursework in business administration, communications, or public administration preferred.

Experience:

- 3-5 years administrative experience.

Knowledge of:

- General office procedures, practices, and equipment.
- Professional written communication standards.
- Microsoft Office Suite, Google Workspace tools, social media and digital communication tools.
- Effective calendar management and appointment setting practices.

Ability to:

- Exercise sound judgment and maintain confidentiality.
- Communicate effectively in writing and verbally.
- Prioritize and manage multiple tasks under time constraints.
- Interact professionally with internal and external stakeholders.
- Be proactive, resourceful, and responsive to shifting priorities.
- Collect, organize, and analyze data on a variety of topics.
- Prepare concise and comprehensive reports.
- Communicate well in public settings.
- Exercise sound independent judgment.
- Effectively represent the District's policies, programs, and services with individual citizens, community groups, vendors, and other government organizations.
- Interpret and explain District policies and procedures.
- Provide excellent customer service and resolve public concerns and complaints.
- Skillfully and safely operate a motor vehicle when required in the course of performing work duties.

- Establish and maintain excellent working relationships with District staff and Board, and the general public.
- Operate a computer and related software.

WORKING CONDITIONS:

Work Environment:

- Standard indoor office setting, with the use of standard office equipment, including a computer with normal levels of noise characteristic of an office.

Physical Demands:

- Ability to read and revise materials both in print and on a computer screen.
- Ability to communicate with coworkers and customers both in person and over the telephone.
- Standing in work areas.
- Walking between work areas and District grounds.
- Ability to access, enter, and retrieve data using a computer keyboard or calculator and operate standard office equipment.
- Bend, stoop, kneel, reach, push, and pull drawers to retrieve and file information.
- Ability to lift, carry, push, and pull materials and objects up to 10 pounds.