



West Dakota Utility Services

**Administrative Assistant**

Position Description

Effective: April 2025

Classification:	Non-union	FLSA Status:	Non-Exempt
Employment Status:	Full-time	Location:	Mandan, ND
Reports To:	Bookkeeper	Supervises:	N/A

**DISCLAIMER:**

THIS IS NOT INTENDED TO CREATE A CONTRACT OR BE AN ALL-INCLUSIVE LIST OF DUTIES. THIS DESCRIPTION MAY BE CHANGED AT ANY TIME WITHOUT NOTICE. IN ORDER TO MAXIMIZE FLEXIBILITY AND EFFICIENCY, EMPLOYEES MAY BE ASSIGNED ADDITIONAL DUTIES AS DEEMED NECESSARY. ALL PRIOR POSITION GUIDES OR DESCRIPTIONS FOR THE ABOVE LISTED POSITION ARE HEREBY REVOKED AND SUPERSEDED.

**PURPOSE FOR THE POSITION:**

This position provides administrative services to WDUS by maintaining an elevated level of service, consistent support, and effective communication.

**QUALIFICATIONS AND EXPERIENCE:**

To perform effectively in this position, a high school diploma or equivalent is required. An associate's degree is preferred. To be successful, candidates must have strong interpersonal and communication skills. Proficient computer skills in Microsoft Office Suites, Outlook, and Teams are required. Must have the ability to learn new software platforms and programs (i.e. NiSC iVUE). Must have or be able to obtain and maintain a valid North Dakota driver's license.

**CORE COMPETENCIES:**

1. Promote safety in every activity and attend scheduled safety meetings as directed. Become familiar with and abide by the office safety rules and procedures.
2. Review and abide by established policies and procedures of WDUS and associated entities.
3. Continually develop and recommend more efficient and effective ways of carrying out the duties and responsibilities of the position.
4. Promote teamwork through communication and cooperation. Treat co-workers in a respectful, considerate, and professional manner and consider the opinions and personal needs of others.
5. Accept and adapt positively to changes in the position and within WDUS, and associated entities. Develop a commitment to accept ongoing change.
6. Be a positive influence within and outside WDUS and associated entities.
7. Support WDUS's mission by staying current with information to cultivate and positively project office's philosophy.
8. Provide leadership that stimulates a high standard of morale among employees of the office by use of team spirit and enthusiasm.
9. Accept responsibility for the duties of the position. Work diligently toward complete and accurate work assignments.

**ESSENTIAL JOB FUNCTIONS:**

- Continuously provide a reliable and positive customer service experience, whether in-person or over the phone.
- Complete various office projects.
- Maintains excellent verbal and written communication skills.
- Demonstrates effective organizational and interpersonal skills.
- Efficiently prioritize, plan, and change easily from one activity to another.
- Remain flexible and adaptable in a fast-paced environment.

*WDUS is an equal opportunity provider.*

- Maintain files, invoices, work orders, and documentation.
- Proactively provide information and administrative support.
- Prepare invoices, reports, letters, and other documents.
- Assists in the document imaging process by scanning, purging, and indexing various documents. Verifies information indexed into the software.
- Provide shop support, parts, stocking, and inventory, as needed.
- Retains documents for the required retention period.
- Works with supervisor in development of procedures and suggests changes for improving the effectiveness and efficiency.
- Assist with maintaining office supply levels to ensure they are always stocked, facilitate the coordination of office vendors, and ensure scheduling is completed, such as cleaning as needed.
- May run errands, ensuring smooth and efficient daily operations.
- Complete additional duties and provide support as requested.

**ESSENTIAL PHYSICAL REQUIREMENTS:**

PHYSICAL REQUIREMENTS	0 - 24%	25 - 49%	50 - 74%	75 - 100%
Seeing: Read documents and computer screen and operate vehicle.				X
Hearing: Communicate in person and via telephone.				X
Standing/Walking		X		
Fingering/Grasping/Feeling: Use of pen, keyboard				X
Climbing/Stooping/Kneeling, etc.: Stairs	X			
Lifting: Able to lift a maximum of 50 pounds from the floor	X			

**WORKING CONDITIONS:**

LOCATION	0 - 24%	25 - 49%	50 - 74%	75 - 100%
Indoors, In an Office				X
Indoors, Warehouse/Shop	X			
Outdoors, Moderate/Extreme Weather Conditions	X			
Working at Heights greater than 5 feet above the ground.	X			

**REMARKS:**

I have read my Position Description and understand my assigned responsibilities and have been given a copy of this Position Description. I also certify by my signature below that I can perform the essential functions of this position description either with or without reasonable accommodation.

Accepted by: \_\_\_\_\_  
*Employee* *Date*

Approved by: \_\_\_\_\_  
*Bookkeeper* *Date*