Under the close supervision of a Supervising Water Resource Control Engineer and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments. Specific responsibilities include:

30% Receive 401 Certification applications; California Environmental Quality Act (CEQA) documents; Notices of Termination; and other Watershed-related documents from staff and the mail. Remove staples and paper clips. Scan and index these documents into Paperless Office (ECM) and other databases as directed. Assist staff in locating missing documents. Serve as backup for file review requests by locating, copying, and/or scanning and uploading documents as requested by the Public Records Act Coordinator or staff.

25% Expeditiously and accurately assist in large mass mailings, such as notifications to dischargers, as directed. Print documents and labels using printers and copiers. Transport cases of copy paper, which may include lifting boxes up to 25 lbs., and refill printers and copiers. Addresses, stuffs, and stamps envelopes using postage machine. Transports completed mail to building's mail room. Update mailing lists as directed.

25% Consistent with supervisor's priorities, manage assigned tasks and projects by tracking deadlines provided by supervisor and communicating when tasks and projects are completed and when issues arise to prevent deadlines from being met. In a helpful and courteous manner, communicate orally and in email to staff on status of their documents. Work collaboratively with staff when assigned to a group task or project. This includes communicating and collaborating with people from different racial, ethnic, and cultural groups.

10% Assist staff in receiving, unpacking, and shelving offices supplies as directed, which may include lifting boxes up to 40 lbs.

5% Greet the public at front reception counter politely and professionally. Direct public to the appropriate meeting or staff, or address their inquiry.
| 5% | Perform other duties as required. |

Employee Signature: ___________________ Date Signed: _________________