

Office Clerk (Part-Time)

Pauma Valley Community Services District

Department: Administration (Office / Clerical Support)

Reports to: Office Manager

Supervises: N/A

FLSA Status: Non-Exempt (Hourly, **Part-Time** — Maximum 18 hours per week)

Salary Range: (Effective July 1, 2026): \$20.03 – \$27.63 Hourly (\$18,748 – \$25,859 annually)

Location: Pauma Valley Community Services District (PVCSD), 33129 Cole Grade Road, Pauma Valley, CA 92061

Pauma Valley Community Services District (PVCSD) Overview

The Pauma Valley Community Services District (PVCSD) is a public agency established under California Government Code to provide essential utility and security services to the residents of Pauma Valley Country Club Estates and surrounding areas. As a special district, PVCSD operates independently to ensure reliable wastewater management, storm drain maintenance, and community security, promoting public health, safety, and environmental protection. The District emphasizes regulatory compliance, sustainable operations, and responsive service delivery to foster a safe and thriving community.

Position Summary

Under close supervision of the Office Manager and receiving day-to-day work direction from the Office Manager and/or Administrative Assistant, performs a variety of routine, entry-level clerical and office support duties in support of District administrative operations; provides front-counter reception and basic customer service to the public; answers telephones and routes calls; processes incoming and outgoing mail; performs filing, scanning, copying, and basic data entry; assists with routine document preparation and general office support; and performs all related work as assigned. This is a part-time classification not to exceed 18 hours per week.

Distinguishing Characteristics

Office Clerk is the entry-level clerical classification within the District's administrative support structure. Incumbents perform routine, repetitive, and basic clerical tasks in accordance with established procedures and under close supervision, with limited latitude for independent action. Detailed instructions are provided, and non-routine questions or exceptions to established procedures are referred to the Office Manager or Administrative Assistant. Incumbents are expected to develop familiarity with District office procedures over time while continuing to work under regular supervisory review.

This classification is distinguished from the Administrative Assistant, the journey-level classification, in that the Administrative Assistant independently performs specialized and technical administrative duties — such as Board meeting support, payroll assistance, financial reconciliation, records-compliance administration, and the interpretation and application of public-meeting and public-records laws — requiring in-depth knowledge of District operations and minimal supervision. The Office Clerk performs basic clerical support only and does not perform specialized, technical, or independent administrative work.

This is an at-will, part-time position. Employment in this classification does not guarantee eligibility for, or promotion to, any other District classification; incumbents may compete for other District positions through the District's standard recruitment process.

Essential Functions

Reception & Customer Service

- Provide front-counter reception to community members and visitors; greet the public courteously, provide basic and routine information, and direct inquiries to the appropriate staff member.
- Answer incoming telephone calls; screen and route calls; take and relay messages; and respond to routine questions following established procedures.
- Open and close the front office for public counter hours in accordance with the District's regular office hours and as directed.
- Assist residents and authorized users with routine RFID access device requests; collect applicable fees, issue receipts, balance daily collections as assigned, and provide basic information regarding District procedures.
- Independently operate the District's front office during assigned work periods by providing reception services, answering telephones, assisting customers, processing routine payments, issuing receipts, and directing inquiries in accordance with established District policies and procedures.

Mail, Filing & Recordkeeping Support

- Receive, sort, date-stamp, and distribute incoming mail and deliveries; prepare, meter, and process outgoing mail and packages, including operating postage and folding equipment.
- File, scan, copy, collate, and organize documents and records in accordance with established District filing systems and procedures.
- Perform routine data entry into District spreadsheets and software systems; review entries for accuracy and completeness.
- Retrieve records and files as requested, in accordance with District procedures.

Clerical & Office Support

- Prepare, proofread, and format routine correspondence, forms, notices, and documents using established District templates.
- Assist with the physical assembly, copying, and distribution of meeting agendas, packets, and public notices as directed.
- Assist with routine community mailings and notices in accordance with established procedures.
- Monitor, maintain, and organize office inventory, including office supplies, forms, mailing materials, RFID access devices, and other administrative resources; maintain inventory logs and notify the Office Manager or Administrative Assistant when replenishment is needed.
- Maintain the reception area and common office spaces in a clean, orderly, and professional condition.

General Duties

- Provide general clerical and administrative support to the Office Manager and Administrative Assistant as assigned.
- Run occasional local errands, such as trips to the post office or for supply pickup, as directed (if applicable to assignment).
- Maintain the confidentiality of District records and information encountered in the course of work.
- Perform other related clerical duties and special projects as assigned.

Minimum Qualifications, Required Education & Experience

- High school diploma or GED equivalent; or an equivalent combination of education, training, and experience. (Current enrollment in high school with a valid work permit may be considered.)

- No prior experience required. Up to six (6) months of general clerical, reception, customer service, or office experience is desirable.

Required Licenses / Certifications

- Possession of a valid California Class C driver's license, a satisfactory driving record, and insurability under District policy may be required depending on assignment (e.g., when running District errands).

Preferred / Desired Qualifications

- Six (6) months or more of general clerical, reception, or customer service experience.
- Familiarity with standard office equipment and Microsoft Office (Word, Outlook, and basic Excel).
- Bilingual ability (English/Spanish) to better serve the community.
- Prior experience in a public agency, front-office, or customer-facing environment.

Knowledge, Skills & Abilities

- **Office Practices:** Knowledge of basic office and clerical practices, procedures, and equipment; basic filing, indexing, and recordkeeping methods; and correct business English, spelling, grammar, and punctuation. Ability to accurately collect payments, issue receipts, maintain transaction records, and handle cash or other forms of payment in accordance with District policies and procedures.
- **Customer Service:** Knowledge of basic customer service principles and telephone etiquette; ability to interact courteously and professionally with the public, staff, and visitors in person and by telephone.
- **Technical Proficiency:** Basic proficiency in Microsoft Office (Word, Outlook, and basic Excel) and standard office software; ability to operate a computer, multi-line telephone, copier, scanner, and postage/folding equipment; and ability to accurately enter and retrieve data.
- **Independent Judgment & Organization:** Ability to work independently with minimal supervision; organize and prioritize multiple assignments; exercise sound judgment within established District policies and procedures; maintain accuracy and attention to detail; provide professional customer service; and recognize when situations require guidance from the Office Manager or Administrative Assistant.
- **Interpersonal:** Ability to establish and maintain cooperative and effective working relationships; work as part of a team; and exercise tact and courtesy.
- **Adaptability:** Willingness and ability to learn District procedures, policies, and software applications, including basic office productivity and AI-assisted tools that improve clerical efficiency.

Working Conditions & Physical Requirements

- Work is performed primarily in a temperature-controlled office environment with moderate noise.
- Part-time schedule not to exceed 18 hours per week; the work schedule is established by the Office Manager based on operational needs; and regular, reliable attendance during scheduled hours is required.
- Frequent use of office equipment, including a computer, multi-line telephone, copier/scanner, folding machine, and postage equipment; daily use of the telephone.
- Extended periods of sitting, and frequent standing, walking, reaching, stooping, and bending; frequent use of hands and fingers for keyboarding, filing, and writing.
- Ability to carry, push, pull, reach, and lift materials and objects up to 25 lbs.

- Vision, hearing, and speech sufficient to read printed materials and a computer screen and to communicate clearly in person and by telephone.
- Occasional local travel by vehicle to conduct routine District business, if applicable to assignment.

Special Requirements

- Successful completion of a background check and reference checks.
- Compliance with all District policies, including obligations as a disaster service worker under California Government Code Section 3100.
- All other duties and responsibilities as required by the Office Manager and/or General Manager.

Pre-Employment Requirements

Employment offers are conditional pending the successful results of all screening processes applicable to this position, which may include: confirmation of citizenship or legal right to work in the United States; a pre-employment medical review and exam (which may include drug and alcohol testing); and reference and background checks. A positive test for alcohol or illegal drugs, or inadequately explained prescription drugs, or the misrepresentation, falsification, or omission of pertinent facts in any step of the screening or selection process, may be cause for disqualification or termination of employment. Nothing in this job description constitutes an express or implied contract for employment with the Pauma Valley Community Services District; employment with the District is at-will. Candidates must notify the District office of any change in their name, mailing address, email address, or phone number; otherwise, they may miss employment-related communications.

Equal Employment Opportunity

The Pauma Valley Community Services District (PVCSD) is an equal opportunity employer and prohibits discrimination and harassment of any kind. PVCSD is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at PVCSD are based on business needs, job requirements, and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. PVCSD will not tolerate discrimination or harassment based on any of these characteristics. PVCSD encourages applicants of all ages, backgrounds, and experiences to apply. If you need reasonable accommodation during the application or interview process, please contact the District office at (760) 742-1909 or via email at customerservice@paumavalleycsd.ca.gov.