



YOUR BEST PROTECTION

Position Profile

Administrative Assistant I/II

Roseville, California
January 2025

People | Service | Integrity | Innovation

Do you seek a career where your administrative skills contribute to the success of the organization and our members?

Are you attracted to an organization that serves a critical industry in California – water?



Staff dressed up for our annual Halloween Party

Then our position of **Administrative Assistant I/II** is for you.



Position Overview

ACWA JPIA is an award-winning risk pool for water agencies, known for superior customer service and attention to members that is second to none.

ACWA JPIA is recruiting an **Administrative Assistant I/II** (*dependent on experience*). The candidate will work under close supervision of the Liability and Property Claims Manager and will join a dynamic team of six other employees. The position is open due to a recent promotion on the team, and is part of the Property, Liability, and Claims job series, comprised of the following positions: Administrative Assistant I/II/III, Claims Adjuster I/II/III, and the Lead Claims Adjuster.

The job responsibilities are to provide outstanding customer service to our members and fellow staff by promptly, courteously, and accurately responding to verbal and written communications within established timeframes; providing clerical and administrative support to assist the Liability and Property Claims Department; and to timely input payments into the in-house claims program.

The ideal candidate will be detail oriented with strong organizational skills in order to handle multiple tasks and prioritize them effectively in a fast-paced environment.

The Administrative Assistant I/II position will be located in Roseville, CA, in a LEEDS (Leadership in Energy and Environmental Design) certified building and may be eligible for remote work up to two days per week. This is a full-time, non-exempt position with hours from 7:30 a.m. to 4:30 p.m., Monday through Friday. Flexible work options are available.

Key Responsibilities include but are not limited to the following:

- Inputs new claims in computer
- Researches invoices and other documents
- Prepares/sends various correspondence
- Obtains records and documents from various parties to assist with evaluations of liability and damages
- Enters payments in computer
- Processes, matches, and scans all mail, faxes, and emails into computer
- Inputs approved attorney bills in computer
- Completes data entry for the "In-House" Claims Resolution Option
- Respond to phone and email communications with district members

Preferred Qualifications include:

Knowledge of:

- JPIA and its relationship with its member agencies
- English grammar and usage
- Safe work practices
- Modern office practices and procedures
- Office management principles, operations, and procedures
- Computer keyboards, spreadsheet and database applications
- Computer systems and software applications related to management support and administrative functions, including word processing and spreadsheet software, as appropriate

Ability to:

- Consult with members regarding claims
- Communicate effectively, verbally and in writing
- Practice safe work habits
- Use standard office machines
- Type at a rate of 50 words per minute from clear, legible copy
- Perform a variety of complex and responsible administrative support work
- Effectively represent the JPIA, including its programs and policies, with the public and other agencies

Desirable Education and Experience

Any combination of education and experience which would likely provide the necessary knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge and abilities is:

- Education: Equivalent to a high school diploma
 - Experience:
 - Administrative Assistant I: Some work experience in performing office and administrative support work
 - Administrative Assistant II: Three years of increasingly responsible experience in performing a variety of office and administrative support work.
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About ACWA JPIA



Mission Statement: The ACWA JPIA is dedicated to consistently and cost effectively providing the broadest possible affordable insurance coverages and related services to its member agencies.

The ACWA JPIA (JPIA) is a public entity formed in 1979 by the water agencies of the state of California. Like its members, the JPIA is a special district in the state of California. Its formation and operation are subject to the provisions of the California Government Code, including the Brown Act. It provides risk-sharing pools to meet the needs of its members for property, liability, workers' compensation, and employee benefits coverage.

For over forty years, the JPIA has been a partnership of water agencies working together to share the risks associated with purveying water. The risk-sharing pools of the JPIA are a cost-effective form of risk management available only to public entities, allowing them to bypass the high cost of commercial insurance. The coverages provided by this risk-sharing arrangement are unique to water agencies; the water agencies themselves--their directors and managers--have selected and refined these coverages. Not all water agencies are accepted into the JPIA. Prospective members must demonstrate a commitment to effective risk management programs.



Becoming a member is just the beginning. Besides handling covered claims for all members, the JPIA provides risk management services and training programs. Risk Control Advisors, who are specialists in the water industry, not generalists, perform on-site visits. Certified treatment plant operators and distribution system operators are on staff.

The risk management services include assistance with Injury and Illness Prevention Programs, ergonomic evaluations, Cal/OSHA regulatory compliance, confined space entry evaluations, noise surveys, and hazard communication programs. In addition, members receive assistance with their personnel policies and procedures as well as help in developing job descriptions and employee handbooks.

The JPIA is the premier provider of secure, stable and highly cost-effective alternatives for protecting the assets, liabilities and employees of public water agencies. We employ 54 staff and, in the past 10 years, have had minimal turnover because we operate in alignment with our values of **people, service, integrity, and innovation**.

ACWA JPIA is committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our team members invest in their work represents a significant part of not only our culture, but our reputation and company's achievement as well.

We value and encourage our team members' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual identity, socio-economic status, veteran status, and other characteristics that make our team members unique.

Visit our website at acwajpia.com and get to know us.

Located in Roseville, CA, the JPIA headquarters resides in a modern, LEED certified building. Roseville is located 30 miles east of Sacramento and part of the Placer Valley. Situated at the base of the Sierra Nevada Mountains, Roseville boasts affordable living, exceptional schools, extensive parks and outdoor activities and only a 90-minute drive to Tahoe or San Francisco areas.



Compensation and Benefits

JPIA offers an attractive compensation and benefits package. The salary ranges for the positions are:

- Administrative Assistant I: **\$55,220 - \$82,754**
- Administrative Assistant II is **\$57,963 - \$86,944**.

To determine approximate total compensation, add an additional 38% to the salary. This more accurately represents the total benefits received as an employee.

Benefits of Employment at JPIA

- Medical: Choice of Kaiser (HMO or Consumer Driven Health Plan) or Anthem (HMO, PPO, or Consumer Driven Health Plan) paid **100% for employee and dependents**
- Health Savings Account offered for Kaiser and Anthem CDHPs with up to \$3000 contributed annually by JPIA.
- Dental: Choice of either Delta Dental (PPO) or Delta Care (HMO) paid **100% for employee and dependents**
- Vision is provided through VSP paid **100% for employee and dependents**
- Life Insurance: Group term life insurance paid **100% for employee**; additional options to purchase more
- Short-term and Long-term disability insurance paid **100% for employee**.
- Working with one of the most respected JPA's in the state
- Supporting an industry critical to California's future – water
- Being part of an organization where 97% of staff agreed that they know how their individual job contributes to the success of the organization
- Staff with engagement levels far exceeding most public entities
- Employee committees and activity groups focused on staff wellness, social activities and team building events (hiking, golf, disc golf groups also)
- Possible annual merit increases, dependent upon performance
- Remote work options
- Qualified employer under the Public Service Loan Forgiveness program for student loan debt
- Robust Employee Assistance Program for you and your dependents to help when life doesn't go as planned
- Mental Wellness benefits for you and your dependents which includes access to coaching, therapy, meditations, and more
- Fertility and family planning coverage (Anthem)



Staff participating in our "Walk for Wellness" event at Maidu Park

Your Peace of Mind

- Paid time away: New hires enjoy 36 days of paid time off in the first year (12 accrued days of vacation, 12 accrued days of sick leave - one per month - with unlimited accrual, and 12 paid holidays each year)
- Support the community with 8 hours per year of paid volunteer time
- Generous pension plans with the CalPERS retirement system
- Voluntary 457(b) compensation plans to allow additional income for retirement
- Educational assistance program from day one to encourage personal and professional growth



Staff volunteering at the Placer Food Bank

Application Procedure

Complete employment application located on JPIA's website, www.acwajpia.com. Click **Connect/Employment Opportunities/Job Openings**. Submit JPIA application, along with cover letter and resume to hr@acwajpia.com by **February 15, 2025**. This recruitment can end at any time without prior notice.

JPIA is an equal opportunity employer and is committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion. Diverse candidates are strongly encouraged to apply.

Interview Process

Only candidates chosen for an interview will be personally contacted. Those chosen will participate in a screening interview by phone and then, if passed, will be required to complete basic, job-related testing and sit for a panel interview, both in-person. Those will be held on **Thursday, February 27, 2025**. Second interviews may be held if needed. Any offer of employment will be contingent upon the candidate completing a background and reference check, and a pre-employment physical. No walk-ins please. EOE employer.

Thank you for your interest in joining ACWA JPIA

This position fact sheet is intended to provide general information and assist qualified individuals in determining interest in applying for this position. The information is not all-inclusive.