

JOB DESCRIPTION

JOB TITLE: Administrative Assistant (Part Time)

FLSA STATUS: Hourly

DEPARTMENT: Administrative

SUPERVISOR: Administrative Services Manager

PURPOSE OF JOB: Under the supervision of the Administrative Services Manager, perform various customer service and administrative duties to support all departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. As a member of customer service team, respond to customer inquiries, via phone and in person, by explaining processes and policies. Accept and process customer payments, via mail and in person; and support customer service activities. 40%
2. Process and forward returned mail to appropriate customers in a timely manner, and enter necessary changes in the billing system. 10%
3. Audit customer water consumption exception report to flag usage/billing discrepancies and send required communication to customers. 10%
4. Organize and maintain central and archive files, such as contracts, legal documents and ACH applications while adhering to retention and access protocols required by legal statute and Utility policy. 10%
5. Prepare written and verbal communication for the management team, as needed. 10%
6. Coordinate maintenance and operation of office machines such as multi-function copiers and postage meter/scale. Ensure clean, orderly and welcoming décor of Utility meeting areas, e.g. lobby, conference rooms, mail room, kitchen. 5%

OTHER DUTIES TO INCLUDE:

7. Assist the accounting function by matching invoices, PO's, and packing slips.
8. In the absence of other staff, generate meeting materials, process and post agendas, coordinate and attend monthly commission meetings as needed.
9. Perform other tasks, cooperate with others and respond to emergencies as required or assigned.

LICENSES OR CERTIFICATIONS: None

SKILLS OR EDUCATION: Language, math and clerical skills as acquired in a business curriculum through graduation from high school or equivalent. Minimum three years of customer service experience including problem resolution and payment processing. Increasingly responsible office experience and intermediate knowledge of Microsoft Office applications including Excel, Outlook, and Word. Strong oral and written communication skills, organized, attention to detail, able to work well in a team environment

NORMAL DUTY HOURS: 9:00 A.M. – 3:00 P.M. Monday - Friday. Additional time may be required to complete assigned work, special projects, attend meetings or to assist other personnel.

REQUIRED JOB STANDARDS: While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, and ability to adjust focus.