

Job Title

S.A.B.P.A. Office Administrator

Department

Water

General Statement of Duties:

Performs administrative work conducting the daily business activities of the village water department including financial management and statutory clerk functions. Helps to prepare budgets and implements water ordinances. Attends water board meetings, takes and prepares minutes of same. Handles correspondence on behalf of the water department and executes any assignments given by the water board. Responsible for preparing security deposit refunds, and overpayment refunds on accounts. Handles all payments for water accounts. Works a minimum of five hours per day during business hours.

Supervision Received:

Works under the general supervision of the South Amherst Board of Public Affairs board members.

The listed examples may not include all duties performed by the person in this position. Duties may vary from time to time and are at the discretion of the South Amherst Board of Public Affairs board. All requirements are subject to possible modification to reasonably accommodate an individual with a disability.

Reception and Customer Service:

1. Provides customer service effectively and efficiently to citizens of the Village of South Amherst and other constituents.
2. Receives requests, complaints, and information from the public and transmits to appropriate people to process as needed. Handles when required.
3. Answers phones and provides information and assistance to the public on request. Assist them by answering questions, researching records, directing them to the appropriate person. Also takes meter readings from customers calling in.
4. Sets up new accounts and transfers any pertinent information from existing water account to the appropriate address. Provides all-new water account customers with ordinances and information about payment locations.

Accounting/Finance:

1. Uses a cash drawer to make change on customer accounts. Balances and replenishes as required.
2. Balances revenues with village fiscal officer to insure both areas are in balance.

3. Gathers all payments from the counter, mail, & Piggy's posting payments to the accounts. At the fifteenth of each month, balances payment from a system report and treasurer's report to ensure both areas have the same amounts. Documents, researches and corrects any discrepancies.
4. Takes new security deposits and post to accounts. Maintains a listing of security deposits and refunds when appropriate. Works with fiscal officer to balance to amount in reserve on the financial statement.
5. Charges other fees where applicable.

Administrative duties:

1. Enters the meter readings every month. Questions inaccuracies and follows up accordingly.
2. Prepares the monthly billing of the water bills by the first of each month.
3. Maintains public trust by keeping information confidential as appropriate.
4. Attends regular and special meetings as required. Records minutes and monthly reports for meetings. Organizes and maintains records of minutes, ordinances, and resolutions.
5. Composes correspondence, reports, letters, past due notices, and meeting notices.
6. Conducts the necessary research and provides support materials to aid the water board in making informed decisions. Carries out assignments or directives of the water board.
7. Communicates with law director on bankruptcies, ordinance changes, or questions that arise from day-to-day operations that may have a legal implication with direction from the water board.
8. Collects past due water accounts by contacting customers by phone or in writing. This includes working with owners and owner/tenant.
9. Prepares work orders and distributes them to appropriate employees.
10. Prepares shut-off notices and follows up to make payment arrangements with customers or prepares work orders to have the water shut off.
11. Works with the software vendor to make useful changes to software application and implement those changes.
12. Maintains files and accounts to record activity on accounts.
13. Orders supplies as needed with board approval of over \$50.00.

14. Keeps records as to property owners, or tenant/property owners.
15. Works with auditors. Generates reports and presents all financial data as required for the audit.

Knowledge, skills, and abilities:

- Considerable knowledge of financial management, including the collection of accounts.
- Considerable ability at self-supervision to prioritize work, research and solve problems.
- Considerable ability to account for and handle money.
- Ability to perform mathematical calculations and maintain accurate and complete records and files.
- Ability to communicate effectively both orally, in writing, and interact professionally with other employees, village administrators, village citizens, and other constituents.
- Ability to represent the village in a professional, courteous, and efficient manner.
- Skill in operating office equipment, including operation of an automated water system with speed and accuracy.
- Ability to compose correspondence, minutes, reports, and other written material.
- Ability to move 30 lbs.

Position Requirements:

Education: High school diploma or GED. Background in using Microsoft Office products.

Experience: Customer service,

Office Equipment:

Experience in the operation of fax, copy machine, computer, printer, telephone, postage machine, and calculator.

Vacation Restrictions:

If vacation time is available, you are required to be present to pull in readings around the 26th of each month prepare monthly billing through the first of each month.

Signature

Date

Witness

Date