

FLAGG CREEK WATER RECLAMATION DISTRICT

Job Description

Administrative Assistant II

GENERAL SUMMARY

Facilitates the collection of payments on customer accounts, provides information and assistance to the general public, and maintains files and records. Reports directly to the Treasurer.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties and responsibilities are typical for this job. Incumbents may not perform and have all of the listed duties and/or may be required to perform or have additional or different duties from those set forth below to address business needs and changing business practices.

- 1) Open and process mail.
- 2) Answer telephone and deliver accurate messages and routing to the appropriate person.
- 3) Receive customer calls on billing questions or complaints.
- 4) Type, photocopy, data entry, and file documentation.
- 5) Handle customer complaints on service and billing.
- 6) Receive incoming payments from customers.
- 7) Prepare and mail statements for payment of sewer bills.
- 8) All other job duties and projects as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

- 1) Basic math and financial record keeping principles and practices.
- 2) Servicing billing accounts.
- 3) Clerical functions.
- 4) Principles and practices of customer service, including phone techniques and etiquette.

- 5) Modern office practices, methods, and computer equipment and computer applications related to work, including word processing and spreadsheet software.
- 6) English usage, grammar, spelling, vocabulary, and punctuation.
- 7) Techniques for providing a high level of customer service by effectively dealing with the public and District staff.

Ability to:

- 8) Organize own work, set priorities, and meet critical time deadlines.
- 9) Work independently in the absence of supervision.
- 10) Understand and carry out oral and written instructions.
- 11) Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

EDUCATION, EXPERIENCE, LICENSES AND CERTIFICATIONS

- 1) A high school diploma or equivalent.
- 2) A minimum of 2 years of billing experience, preferably in the public sector.
- 3) Proficient in the use of Windows based computer programs.

PHYSICAL ABILITIES REQUIRED

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer. Vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.