

POSITION DESCRIPTION
City of Brewer

Class Title: Assistant Office Manager

Department: Water Department

Date: Monday, February 14, 2022

GENERAL PURPOSE

Under direction of the Office Manager, responsible for providing administrative tasks including but not limited to customer service and accounts receivables, collections and other administrative support operations.

SUPERVISION RECEIVED

Works under the general supervision of the Office manager and Superintendent

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides high quality administrative office procedures including customer service in person, by telephone and electronically to Brewer Water Department customers with billing, initiating and terminating service, reconnections, updating customer accounts, policies and practices, customer complaints, payments and processing service appointments, and other tasks as needed.

Assist Office Manager with transaction postings, reconciling utility billing activity, collection of delinquent accounts, including the preparation of final notices and late notices, maintaining and organizing Department filing system, preparing correspondence, act as back-up for payroll processing, billing reports, weekly department head meeting reports, memoranda and other material requiring judgement as to content accuracy and completeness, processing daily incoming and outgoing mail and other tasks as needed.

PERIPHERAL DUTIES

Serves as a member of various employee committees

DESIRED MINIMUM QUALIFICATIONS

- Graduation from high school or GED equivalent with specialized experience in administrative office practices.
- Any equivalent combination of education and work experience.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge of computers
- Ability to operate a 10-key adding machine
- Ability to communicate effectively verbally and in writing.
- Ability to establish successful working relationships; ability to work under pressure and/or with frequent interruptions;
- Ability to work with dissatisfied or irritated customers.

SPECIAL REQUIREMENTS

None

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TOOLS AND EQUIPMENT USED

Personal computer including word processing, data processing, email and complex accounting software, copy machine, fax machine, telephone system, and adding machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee frequently is required to stand. The employee is occasionally required to walk; talk or hear; sit; climb or balance; stoop, kneel, crouch, or crawl; and smell.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderately quiet in the office setting.

Approval: _____
Supervisor

Approval: _____
Appointing Authority

Effective Date:

Revision History: