

## **POSITION: CUSTOMER SERVICE /OFFICE ASSISTANT OA**

**Accountable to: Administrative Manager-AM**

### **Primary Objective of Position:**

Aid and assist the **AM** in the Flathead County Water District No. 1-Evergreen office. Perform all assigned, implied, scheduled, and unscheduled duties as required by the **AM** for the proper operation of the District office. Assist the **AM** to maintain a professional and courteous environment in the District office and properties. All District employees are subject to the requirement to protect confidential customer information.

### **Essential Job Functions\*:**

The **OA** must:

- Possess excellent oral and written communication skills.
- Be able to understand oral and written instructions to perform activities defined in a variety of utility billing, and computer program manuals.
- Knowledge of bookkeeping, and government accounting.
- Possess time management skills essential to the billing and customer service functions.
- Be bondable and capable of maintaining customer and employee confidentiality.
- Have the ability to lift up to 50 pounds, bend, stoop, and operate a computer for extended periods of time.
- Have the ability to work in an industrial environment with occasional odors.
- Obtain adequate immunizations for working in a wastewater facility (District funded).

\*The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and/or employee, or requirements of the job change.

### **Areas of Accountability and Performance:**

- Assist in the daily operation of the District office.
- Assist with management and tracking all connection fees are paid (District and City)
- Answer phone and direct calls appropriately.
- Maintain familiarity with the rules and regulations of the District.
- Wait on public and provide information regarding policies and regulations as required.
- Receive, sort, and distribute incoming and outgoing mail.
- Organize and maintain files of records, reports, documents, correspondence, and manuals.
- Sort and file documents.
- Assist with new customer sign-ups.

- Coordinate monthly meter reading activities. Provide monthly billing to customers and maintain accurate records.
- Compute final billing, process name changes, adjust customer accounts.
- Post payments daily to customer accounts.
- Follow Districts Cash handling protocols.
- Maintain and update customer files.
- Contact customers regarding delinquent accounts, or unusual meter readings.
- Coordinate collection of delinquent accounts.
- Respond to customer complaints and inquiries.
- Utilize proper tact and diplomacy when dealing with District business.
- Maintain effective communication with other employees, District customers and suppliers, and the Board.
- Log a record of contacts for periodic review by **AM**.
- Perform light janitorial work in the office.

**Education, Training and Experience Requirements:**

**OA** possesses:

- Any combination of education and experience is equivalent to high school graduation.
- Two years' work experience in an office setting, and preferred knowledge of the following types of software: Black Mountain Software, Cash Receiving, Utility Billing, and Microsoft Office.
- General computer and office skills.
- Must be able to pass Non-DOT Drug Test
- Must be able to pass Background Check
- Valid Montana driver's license.

**This Job Description is intended to fully cover the position but may not contain an exhaustive listing of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.**

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