

Job Title: Office Manager	Hours per week: 40	FLSA Status: Non-Exempt
Reports To: Water Superintendent		
Created date: 04/14/23	Revised date: 03/08/24	Approved date: 03/08/24

AUBURN WATER DISTRICT
OFFICE MANAGER JOB DESCRIPTION

GENERAL SUMMARY

Under general supervision of the Water Superintendent, the Office Manager performs a variety of the most complex billing, accounting and financial duties related to customer accounts for water services. Has frequent contact with the public providing customer services associated with utility payments, requests for service, responding to complaints and providing information; demonstrates a full understanding of all applicable policies, procedures and work methods associated with assigned duties; provides daily work orders assigned to the District including scheduling and assigning work, setting priorities, ensuring daily work is performed correctly and on schedule and conducts training as needed; performs other related duties as required.

SUPERVISION RECEIVED: Works under the general supervision of the Superintendent.

SUPERVISION EXERCISED: Exercises direction and supervision of Utility Billing/Accounts Receivable Clerk.

DISTINGUISHING CHARACTERISTICS

The individual in this class performs a variety of complex and difficult duties including providing lead oversight of customer services and handling and adjusting the most difficult customer service complaints. The Office Manager discusses in person, on the telephone, and through correspondence a variety of water service problems with customers and takes necessary action within established policies and procedures and or rules and regulations to solve customer problems and settle complaints about service, charges or usage. The scope of work for the Office Manager can be difficult in nature as the incumbent is required to handle most non-routine problems or questions with little or no immediate supervision.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job- related tasks other than those specifically presented in this description.

- Oversees the collection, entry, reporting, reconciliation of daily cash receipts and bank reconciliation of credit card payments. Payroll, accounts payable, opening and closing of accounts; maintenance of account records including the reconciliation of bank deposits; preparation and mailing of billing; work-order processing, arranges and oversees service turn-on and shut-off activities and specialty billing; process penalties notices; monitors and

- reviews aged receivable, delinquent accounts and determines shut-offs for nonpayment of bills;
- Provides customer support and troubleshoot technical difficulties with the billing system / customer portal as needed to be sure that any issues that arise are addressed appropriately and timely;
 - Responds to and resolves difficult and sensitive customer inquiries and complaints, identifies customer service problems and conducts research to resolve problem; coordinates as appropriate with others;
 - Plans the follow-up action required to collect overdue bills; schedules field action as required. Keeps the Superintendent apprised of significant work problems and customer complaints and makes recommendations for their solution;
 - Processes final bills, customer abatements and bankruptcy claims;
 - Represents the District to all callers and visitors in a professional and customer friendly manner; and explains service fees, rates and procedures;
 - Receives customer payments in person, by mail; makes change and issues receipts; balances cash receipts, process mail payments, develops totals, and prepares deposit documents;
 - Oversees reading of meters and downloading of data into automated systems; schedule and process meter upgrades and change-outs, operates standard office machines and data processing equipment;
 - Performs confidential administrative tasks for the Superintendent when requested; keeps the Superintendent fully informed regarding all office activities and problems;
 - Plans, prepares, reviews and monitors operational budgets for office supplies and expenses, benefit insurance, employee retirement, and payroll taxes;
 - Prepares, creates, and files reports such as capital expenditures, statistics, capital projects, payroll distribution;
 - Organizes and maintains office filing system including general, financial, personnel, and payroll files;
 - Calculates, reports, and updates retirement plan, and deferred compensation plans;
 - Provides human resource management including hiring and termination paperwork, act as plan administrator for insurance plans, assist employees in the understanding of available benefits;
 - Assists the Superintendent and Treasurer in the budget process, providing up to date revenues and expenditures, maintaining the water revenue expenditures spreadsheet for annual budgeting purposes;
 - Prepares correspondence, financial and statistical reports; reconciles accounts receivable for general ledger input; maintains a variety of records; assists in the establishment of forms and procedures relating to financial record keeping methods; may prepare a variety of monthly, quarterly and annual reports for Superintendent and Treasurer; files required reports to State and Federal government;
 - Maintains financial records; performs daily, monthly, quarterly and annual accounting using the automated billing system, including construction meter billing reports; maintains ledgers and journals according to established accounting practices; participates in internal control and auditing functions; and
 - Performs such other work and duties as may be assigned.

KNOWLEDGE, SKILLS & ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Office Manager must have knowledge of:

- Modern office practices, procedures and equipment including a computer and applicable software;
- Principles and methods of mathematics and financial record keeping;
- Receptionist and telephone techniques;
- Practices involved in meter reading and scheduling; and
- Basic operation of portable automated data recording devices.

The Office Manager must be able to:

- Deal tactfully with the public and others in providing information, answering questions, and providing customer service;
- Plan, organize and work with minimal supervision;
- Interpret and apply District rules and regulations;
- Operate a computer, and a variety of word processing and software applications;
- Communicate clearly and concisely, both orally and in writing;
- Work independently, use sound judgment and met scheduled deadlines;
- Oversees the reporting and reconciliation of the District's daily cash receipts that are entered by the District staff; perform a wide variety of record keeping and accounting work;
- Prepare clear and accurate reports;
- Ability to establish and maintain effective and positive working relationships and use good judgment, initiative and resourcefulness when dealing with employees, supervisors, officials and the general public; and
- Understanding of the confidentiality involved with this position.

RECOMMENDED MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE

A combination of training and experience that provides the required knowledge, skills and abilities for the position, including the following requisite qualifications:

- An Associate's degree in finance, public administration, business administration or related field and a minimum of five (5) years' experience in office work that provides the appropriate knowledge, abilities, and skills to perform the work. Must be proficient in operating computers, QuickBooks, and Microsoft Office Suite (primarily Word and Excel), entering and retrieving data on various District software programs, and an understanding of general ledger, accounts receivable and payroll systems. Previous supervisory experience is preferred. Strong interpersonal skills are necessary to effectively interact with all members of the staff, District Commissioners and the general public.

PHYSICAL DEMANDS and WORK ENVIRONMENT

The physical demands and work environment 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.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus. Must be physically able to operate a variety of machines and equipment, including but not limited to: computer, keyboard, printer, calculator, telephone, copy/scanner/facsimile machines, postage machine and shredder. Must be physically capable of reaching to obtain and move various books, printouts, file boxes, computer paper, etc. Must be able to communicate through speech and in writing. Work is normally performed in an office environment; must be able to sit for long periods of time. The noise level in the work environment is usually quiet.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

This 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 requirements of the job change.