

ADMINISTRATIVE ASSISTANT (OPERATIONS)

GENERAL STATEMENT OF RESPONSIBILITIES

This position is responsible for performing a variety of administrative duties including assisting the Administrative Services Manager. This position is also responsible for training and supporting the administrative staff. Work is performed under the direction of the Administrative Services Manager. This is a District safety-sensitive position in accordance with Arizona law.

EXAMPLES OF DUTIES TO BE PERFORMED

1. Serves as assistant to the Administrative Services Manager.
2. Acts as Administrative Services Manager in his/her absence.
3. Assists in directing and overseeing the work of Customer Service Representatives.
4. Performs new hire and current staff training in processes, procedures and use of software.
5. Assists in overseeing billing and collection of all District fees, including database and customer account management.
6. Assists in overseeing the collections of insufficient funds and delinquent accounts, including filing of liens.
7. Performs duties of Administrative Assistant (Executive) in his/her absence.
8. Performs duties of Customer Service Representatives in their absence.
9. Processes autopay requests.
10. Assists in processing User and Availability Fee refunds.
11. Assists in researching "dead-end" accounts.
12. Responsible for preparing daily, month-end, and year-end billing reports.
13. Assists other sections with projects and any necessary reporting.
14. Maintains sewer tap work order logs and associated reports.
15. Maintains and tracks inspections and prepares necessary reports and correspondence.
16. Responsible for processing blue stake requests from Collection System Operations with Arizona Blue Stake.
17. Works on billing and special projects with Administrative Services Manager.
18. Performs general customer service work.
19. Assists in answering telephones and routing calls to appropriate staff.
20. Processes orders for office supply and building maintenance supply inventory.

21. Prepares and develops standard forms.
22. Other tasks as assigned by Administrative Services Manager.

REQUIRED KNOWLEDGE AND SKILLS

1. Knowledge of general office procedures.
2. Strong customer service skills.
3. Strong organizational skills and ability to prioritize multiple tasks.
4. Ability to concurrently execute multiple tasks.
5. Ability to make sound decisions.
6. Proficient typing and filing skills.
7. Ability to operate various office machines such as a personal computer, typewriter, facsimile machine, copy machine, adding machine, etc.
8. Basic knowledge of various computer software applications.
9. Ability to understand and follow oral and written instructions.
10. Ability to communicate with public in a pleasant manner under adverse circumstances.
11. Knowledge of District functions.
12. Knowledge of permitting process and rate and fee schedule.
13. Knowledge of basic accounting practices and procedures.

REQUIRED TRAINING AND EXPERIENCE

This position requires a minimum of five years of office/customer service experience, familiarity with computer applications, completion of high school, and some further business training at the college level. Other combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

1. Must pass a pre-employment drug test.
2. This position requires the use of District vehicles for business. Use of a personal vehicle for District business is prohibited if the employee is not authorized to do so. The incumbent must possess a valid AZ driver's license with a good driving record.