

JOB TITLE:		ADMINISTRATIVE ASSISTANT	
Reports to:		Office Manager	
Department/Group:		Water / Wastewater Administration	Job Status: Non-Exempt
Location:		Ocala, Florida	Travel Required: No
Applications Accepted By:			
FAX: 352-414-5461 Subject Line: Job Vacancy Attention: HR Department RE: Job Title		MAIL: Bay Laurel Center CDD Attn: HR Department 9850 SW 84 TH CT, Suite 400 Ocala, FL 34481	
PHYSICAL DROP LOCATION: Bay Laurel Center CDD Attn: HR Department 9850 SW 84 TH CT, Suite 400 Ocala, FL 34481			
<u>MAJOR FUNCTIONS</u>			
<p>Front-line position that provides basic and semi-complex accounting and/or utility billing functions, which depending on the task assigned may include but not be limited to, processing invoices, processing payables, payroll preparations, records maintenance, inventory, analyzing meter readings for utility billing and utility record keeping, petty cash and maintaining receivable accounts. Employees in this position will perform customer service to the members of the general public in matters related to applications for water and/or wastewater service, responding to customer utility billing inquiries and complaints, and processing of billing and collection and recording of utility payments.</p>			
<u>JOB DESCRIPTION:</u>			
<u>ESSENTIAL FUNCTIONS</u>			
<p>THESE ESSENTIAL JOB FUNCTIONS ARE NOT TO BE CONSTRUED AS AN ALL-INCLUSIVE STATEMENT OF ALL DUTIES PERFORMED. INDIVIDUALS MAY BE REQUIRED TO PERFORM OTHER JOB RELATED MARGINAL DUTIES AS ASSIGNED, INCLUDING WORKING IN OTHER FUNCTIONAL AREAS TO COVER ABSENCES OR RELIEF TO BALANCE THE EXISTING WORK LOAD BETWEEN STAFF. INDIVIDUALS ARE REQUIRED TO REPORT TO WORK AT THE APPOINTED HOUR, AS SCHEDULED, AND WORK THE ENTIRE ASSIGNED SHIFT.</p>			
<u>ADMINISTRATIVE ASSISTANT</u>			
<ul style="list-style-type: none"> • Receives and processes applications for service, reviews for appropriate documentation, makes deposit determination, and connection fees. • Accurately processes utility payments, deposits and collection payments. • Processes fees and payments for non-payment disconnections and reconnections. • Reviews overdue accounts and prepares correspondence related to collection actions and requests liens when necessary. • Performs duties related to the collection and review of monthly meter reading for account billing. • Maintains customers' accounts and files on a daily basis. 			

- Generates and issues work orders related to service connections, disconnections, customer inquiries, line locates and meter readings.
- Works efficiently and tactfully in a demanding high stress environment as the primary contact for customers to answer, research, inform, advise, process and follow-up all customer requests efficiently and expeditiously as received by phone, mail, internet or in person.
- Answers phones and responds to inquiries for new services, discontinuance of service, billing, leaks, and various other customer concerns.
- Prepares monthly utility bills, adjustments, penalties, deposits and refunds.
- Performs accounting duties and maintains related fiscal records and prepares clear and comprehensive reports.
- Performs varied routine and recurring clerical duties, including but not limited to: typing, filing, scanning and preparing of standard forms.
- Maintains and monitors various daily, monthly and annual financial spreadsheets and distributes to management and other personnel.
- Monitors and prepares invoices of monthly plant expenses and tracks meter inventory.
- Ensures all newly installed irrigation systems are in compliance with required performance standards as detailed in the Districts Uniform Extension Policy prior to transference of service.
- Assists with monitoring the District's website to ensure that it is reflecting up-to-date information that is accurate.
- Calculates payoff balances when requested by title companies and properly prepare estoppel letters.
- Maintains District files in progress and follows up to ensure that actions are completed.
- Maintains a pleasant cooperative attitude with co-workers. Maintains professional appearance, grooming and dress consistent with department image.
- Arranges staff attendance to meetings, seminars, workshops, classes and conferences.
- Sorts and distributes mail.
- Drafts procedures manuals.
- Closes monthly billing cycle, prints bills and prepares mailing of bills.
- Process paperwork by maintaining and producing reports. Types very District specific documentation (i.e. letters, statements, statistical reports and meeting minutes).
- Maintains and orders office supplies.
- Handles petty cash or revenue receipts.
- Under close direction, compiles data from varied sources and makes summary reports as required. May involve routine mathematical calculations and tabulations in accordance with established methods.
- Participates in the development of policies, programs, plans or procedures, as instructed.
- Processes Accounts Payable invoices and issues purchase orders and maintains vendor's files.
- May be requested to assist with the processing of correspondence in a sensitive or confidential nature; to include but not limited to, organizing personnel files, tracking employee paid time off, running payroll, processing retirement contributions, and the processing of insurance payments.

Non-Essential Job Functions

- Performs general custodial work to keep the Administration office clean and orderly.

- Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize per work periods or otherwise to balance the existing workloads.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public, third parties, and other District employees. Individuals are expected to be professional and courteous at all times. Service is provided in person, electronic or by phone contact.

SUPERVISION

This position has no supervisory responsibility at entry level and reports directly to the Office Manager. May incur supervisory responsibilities as employee obtains higher occupation classifications.

PHYSICAL DEMANDS

- Periodically be required to sit, climb, balance, stoop, kneel, crouch, or crawl.
- Regularly be required to stand, walk, and drive.
- Work requires physical strength and agility sufficient to safely perform all essential job functions including the ability to occasionally lift, carry, push, or pull 25 pounds without assistance.
- Special vision requirements (with or without correction) are close, distance, depth perception, peripheral vision, ability to focus and distinguish color. Employee will be working closely with a computer for 8 hours a day.
- Frequent use of hands to handle or feel.
- Ability to verbally communicate with others.
- Acceptable hearing (with or without hearing aid).

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

REQUIREMENTS PERTAINING TO EXPERIENCE, EDUCATION, LICENSES, AND CERTIFICATIONS

(A comparable amount of training, education, or experience can be substituted in lieu of certain minimum qualifications)

ADMINISTRATIVE ASSISTANT

	Administrative Assistant I	Administrative Assistant II	Administrative Assistant III
Accredited high school diploma OR possession of an acceptable equivalency diploma	Required	Required	Required
Valid Florida driver's license	Required	Required	Required
American Red Cross CPR/First Aid Certificate	Preferred	Preferred	Preferred
Training / Experience Requirements	Previous customer service preferred. (Utility experience preferred): <ul style="list-style-type: none"> • Demonstrated general office and computer skills. • Cash drawer, banking, or accounting experience preferred. 	Previous customer service required (utility experience preferred): <ul style="list-style-type: none"> • Upload and download meters on a monthly basis • Analyze the meter exception reports • Process ACH payments • Process lockbox payments • Penalties • Adjustments • Collection process • Disconnection/ Reconnection • Calculate billing cycles • Assist with the monthly regulatory reports • Process accounts payable • Payroll • Retirement contributions • Insurance payments • Meter inventory • ERC calculations 	Previous customer service required (utility experience preferred): <ul style="list-style-type: none"> • Ability to interpret District and Developer Agreements and ensure proper policy and procedures are followed. • Assist with preparing documents for monthly board meetings • Assist with and duties handled by the Office Manager in his/her absence or as assigned and act as a lead and assist supervisor. • Employee must be able to be assertive and communicate with tact and diplomacy and handle complaints. • College Degree or additional education preferred.
Experience (years)	0-1	2-3	3-4

ENVIRONMENTAL CONDITIONS

The work environment characteristics described below are representative of those an employee may encounter while performing the essential functions of their job:

- Works inside office.
- Noise Level for this environment is moderate.

JOB SKILLS AND MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactory. The following are requirements representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to effectively and tactfully present information and respond to questions of managers, co-workers, regulatory agencies, customers and the general public both orally and in writing.
- Ability to write routine reports and correspondence and procedural documents.
- Ability to read, analyze and interpret policies, procedure manuals, ordinances, resolutions, and safety rules.
- Ability to cross train and instruct personnel.

Mathematical Skills

- Ability to add, subtract, multiply and divide, by using whole numbers and decimals with speed and accuracy.
- Ability to understand bar graphs.

Problem Solving Ability

- Ability to apply common sense understanding to carry out instructions furnished in written, oral and diagram form.
- Able to resolve problems involving several concrete variables in standardized situations.
- Ability to define problems, collect data, establish facts, draw valid conclusions, and make a valid recommendation both orally and in writing.

Specialized Skills

- Must be motivated self-starter and take initiative with completion of projects prior to being assigned.
- Ability to maintain composure and remain calm in stressful situations.
- Must have working knowledge of all Microsoft Office applications.
- Ability to type quickly and accurately.
- Ability to work efficiently and accurately in an atmosphere of frequent interruptions.
- Strong working knowledge of computers and other office equipment, e-mail, and internet usage.
- Ability to work efficiently and accurately in an atmosphere of frequent interruptions and multi-task in a fast paced environment.
- Strong organizational skills and ability to prioritize and meet established deadlines.
- Knowledge and ability to process routine and semi-complex payroll, including hours of work and overtime provisions of the Fair Labor Standards Act.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needs, and considering larger organization or team goals rather than individual concerns, including but not limited to the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

Employee will be required to be proficient in utilizing and operating the following equipment to perform his/her job satisfactory:

- Computer and various office equipment (telephone, calculator, scanner, fax machine, copy machine)
- Envelope Opener
- Check Scanner and jogger
- Vacuum Cleaner
- Motor Vehicle

Additional Notes:

- Pre-employment satisfactory drug screening required.
- Ergonomics evaluation throughout the course of employment.

ACKNOWLEDGEMENT OF JOB DESCRIPTION

Acknowledgment and receipt of said job description, this _____ day of _____ 20 _____.

Employee is being hired / transferred for the position of **Administrative Assistant (Level)** _____.

Employee Printed Name

Employee Signature

DFWP/EOC/ADA

Reviewed By:	Crystal House, Office Manager	Approved By:	Crystal House
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