

ADMINISTRATIVE ASSISTANT

Department: Utility Billing
Reports to: Finance Director
Pay Range: \$15.35 - \$16.31
FLSA Status: Non-Exempt

JOB SUMMARY

Provides a wide variety of customer service-related activities in support of multiple departments. Performs routine clerical tasks, answers phones, greets visitors and responds to inquiries. Provides support to the Utility Billing Department receiving payments, communicating with customers, resolving refuse issues, and assisting with daily reconciliations. Performs administrative tasks including but not limited to composing professional letters, proofreading documents, preparing payment requests and data entry. This position requires exceptional organizational skills and attention to detail. This position reports to the Director of Finance.

QUALIFICATIONS

Education and Experience:

- Must be a citizen of the United States or eligible to work in the United States.
- Must have a valid class C driver's license issued by the State of Texas.
- High School Diploma or GED equivalent required.
- Two (2) years of experience as a in a related administrative role, preferably in a municipal setting.

Knowledge, Skills, and Abilities:

- Ability to maintain cheerful outlook and provide excellent customer service to all patrons.
- Ability to multi-task and prioritize effectively.
- Must be able to communicate feedback in a professional manner.
- Maintain constructive working relationships and represent the City in a positive manner while engaged with City Staff and Citizenry.
- Strong interpersonal skills and ability to work well with other members of the team.
- Cash handling experience and familiarity in reconciling accounts for daily deposits.
- Ability to be a proactive problem solver.
- Maintain and update a variety of accurate files, records, and reports.
- Communicate clearly and concisely, both orally and in writing.
- Ability to operate common office equipment including computers and printers.
- Bilingual abilities highly preferred.

ESSENTIAL JOB FUNCTIONS

- Performs general office activities including answering high volume phone calls for City Hall and Utility Department. Ability to navigate phone system to successfully address caller's needs.
- Greets visitors; give out routine information; take messages or direct individuals to proper persons or departments.
- Provides support to the City Manager's office including various clerical tasks.
- Accepts packages, deliveries and notifies applicable departments as necessary.
- Manages the postage machine account and prepares City mail for delivery including certified mailings and weighted mail.
- Prepares invoice payment requests for City offices including routine monthly pest control, floormat cleaning and other repetitive bill payments.
- Works with the Finance Department assisting with data entry, reconciliation, filing, and other general tasks.
- Reviews City publications via print and electronic formats for grammatical and spelling errors.
- Communicates with technicians regarding work orders, reconnects, line locates, disconnects and meter related issues.
- Works with utility customers to set up new accounts; explain city policies and procedures related to utility services and billing procedures; receive and verify data about customer and accounts; receive customer payments; provide front counter support as needed.
- Assists Utility Billing with filing, reconciling customer accounts, and other tasks as needed.
- Resolves sanitation issues and provide customer support via telephone and email channels.
- Regular and timely attendance is a requirement of the position.
- May be asked to perform additional job duties that are directly or indirectly related to normal job functions.

PHYSICAL REQUIREMENTS

This position must be able to work indoors in an office environment. Physical requirements include the ability to lift/carry up to twenty-five pounds occasionally, visual acuity, speech and hearing, hand and eye coordination, and manual dexterity necessary to operate a computer and office equipment. Subject to sitting, client/customer contact, standing, walking, vision to monitor, repetitive motion including stooping/kneeling, squatting, bending, and reaching to perform essential functions. Requires manual and finger dexterity to write, use a pointing device and keyboard at an advanced rate, operate computer, and to operate other standardized office equipment, constantly requiring repetitive motions.

WORK ENVIRONMENT

Indoor, climate-controlled environment in assigned facility; exposure to computer screens; elevated levels of public interaction. Minimum travel may be required.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were written out in this job description.