Office Clerk:

It is the responsibility of the Office Clerk to support the operations of the Districtby maintaining office structure and accurate accounting records; provide friendly customer service; and to work alongside the GM and Board to:

* Office preservation
* Collections/Account Maintenance
* Provide assistance to the GM, the Board, and Operators
* Track expenses and work within budget guidelines

To meet this responsibility, he/she will be totally involved in the following areas as determined by governing board.

Characteristics:

The position of Office Clerk reports to the GM. The scope of work is multifaceted in nature with responsibility over the office.

Ability to:

* Communicate and interact effectively both with diverse individuals and with large groups of people with conflicting interests
* Plan, organize, schedule, coordinate, and set priorities under changing conditions
* Establish and maintain effective, pleasant and cooperative working relationships with Board members, employees, officials and the general public
* Think through complex issues and recommend sound alternatives and solutions
* Multitask
* Communicate effectively via verbal and written communication
* Perform mathematical functions

Office Preservation:

It will be the responsibility of the Office Clerk to maintain office procedures by the subsequent means and in the following areas:

* Controlling correspondence
* Designing filing systems
* Clerical functions
* Ensure accurate historical reference of customer and financial history by defining procedures for retention, protection, retrieval, transfer and disposal of office records
* Maintain office organization and efficiency of office systems, layouts and equipment procurement to ensure that the office runs efficiently
* Maintains professional and technical knowledge of the current billing system and office software programs.
* Confers with GM and Auditor on District matters

Collections/Account Maintenance:

It is the responsibility of the Office Clerk to obtain a thorough knowledge of the computer billing system and all of its components and to be able to manipulate all aspects of it.

* Payment entry, edit and update.
* Customer bank draft set up
* Application of fees and charges to customer accounts as required
* Disconnection reports
* Late charge reports and posting
* Address and location changes
* Customer history reports
* Billing & payment adjustments

It is the responsibility of the Office Clerk to make every effort to collect current and delinquent payments in a timely fashion and to manage inactive/deceased customer accounts.

Financial:

 It is the responsibility of the Office Clerk to facilitate maintaining accurate financial records on behalf of the District.

* Complete understanding and manipulation of the Accounting program
* Accounts receivable
* Accounts payable
* Work in conjunction with the auditor to prepare for and execute yearly audit.
* Processing credit card transactions
* Monthly bank drafts
* Make daily bank deposit
* Annual inactive customer account and customer deposit review

Public Relations:

* Taking/recording customer complaints
* Establish and maintain lines of communication with customers, for example: If a customer uses an unusual amount of water during one month it might be wise to inform the customer immediately and ask if he/she is experiencing leakage on his/her side of the meter
* Adherence to board policies, rules, and regulations so that all customers receive fair and equal treatment

Additional Duties:

* Purchasing/requisition of office supplies
* Filing
* Answering the telephone
* Preparation of work orders for the operators
* Maintaining office cleanliness
* Contribute to team effort by accomplishing related results as needed
* Bending and lifting up to 50 pounds