

Office Clerk:

It is the responsibility of the Office Clerk to support the operations of the District by 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- Ensure accurate historical reference of customer and financial history by defining procedures for retention, protection, retrieval, transfer and disposal of office records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