

## **JOB DESCRIPTION**

### **Utility Services Office Assistant**

<https://cityofmarion.bamboohr.com/careers>

#### **DEFINITION**

Under general supervision, performs a wide variety of administrative support and accounting tasks which require independent judgment and the application of basic department policies and regulations.

#### **DUTIES**

- Answers telephones
- Prepares service work orders
- Handles customer inquiries, requests, and payments
- Maintains utility accounts
- Administers backflow prevention program
- Prepares reports and correspondence and provides general utility office administrative support.

Additional duties may include the following:

- Delinquent billing collection procedures including filing and tracking liens and submitting accounts to collection agencies and the State
- Process daily cash receipts and related reports; balance cash drawer
- Prepare and monitor miscellaneous accounts receivable, including bulk water sales and miscellaneous billing items outside of the utility accounts receivable system
- Monitor miscellaneous billing item pricing and submitting price change recommendations
- Various accounts payable and accounts receivable tasks
- Process mail
- Assist office personnel as necessary
- Other duties as assigned.

#### **HOURS**

7:30 A.M. to 4:00 P.M. Monday through Friday, with 1/2 hour lunch daily

#### **ENTRY REQUIREMENTS**

**Minimum Education, Training and Experience:** Graduation from high school or an equivalent and two years of experience in a customer service environment and general office work, or any combination of experience and training which provides the required knowledge, skills, and abilities. Must meet eligibility requirements for employee fidelity bond as determined by the Department's insurance carrier. Required background checks: sex offender registry, drug screening, pre-employment physical.

**Required Knowledge, Skills and Abilities:** Ability to deal with callers and visitors tactfully and courteously; knowledge of modern office procedures and practices; experience with Microsoft Office software products; general knowledge of grammatical skills; familiarity with record maintenance and bookkeeping procedures; ability to read and post numerical data with speed and accuracy; familiarity with or ability to learn utility billing software; skill in the operation of a calculator. Ability to perform in fast-paced environment as well as

take initiative during down times. Must have ability to work in a team environment. Job involves occasional lifting of boxes of forms weighing up to 50 pounds.