Office Manager

Position summary

Responsible for administration, accounting and payroll. Responsible for assisting customers with inqui­ries, account information, processing applications, and any other clerical duties to meet business ob­jectives. Supervises and monitors personnel assigned to assist with these same duties. Provides ongo­ing guidance to staff as appropriate. Prepares reports and assists in correspondence and letter writing as required. Completes accounts payable and receivable. This is an exempt (salaried) position.

Essential duties and responsibilities

• Directly responsible for the administration, accounting, payroll and customer service

• Operates computer, copy machine and other standard office equipment

• Establishes and implements office routines and filing systems

• Composes routine correspondence

• Answers telephone (and email inquiries) and handles routine inquiries from the public

• Performs clerical duties, including maintaining financial records

• Processes payroll for employees

• Prepares billing invoices according to meter readings

• Assists the general manager in maintaining all necessary files

• Ensures that rules and policies established by the board and as directed by the general manager are implemented and enforced in a fair and equitable manner

• Continues to be educated in all aspects of administration, payroll, correspondence and computer operations

• Communicates with employees to provide, exchange, or verify information, answer inquires and assists as needed to complete daily tasks

• Consults and addresses difficult issues, resolves problems or complaints by customers and/ or employees. Manages and provides assistance in guiding staff with policy, procedure, office operations, and customer inquiries.

• Prepares accounts-payable checks in response to invoices, mails invoices with checks to vendors, and returns invoices for filing

• Orders and maintains inventory or various office supplies

• Maintains contact with customers and outside vendors

• Other duties as assigned

*Performance of these responsibilities is a necessary and vitally important part of providing safe and cost-effective water and wastewater services to our customers.*

Qualifications

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/experience

Associate degree (A.A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Language ability

Ability to read and interpret documents, such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math ability

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Computer and office-equipment skills

Word processing, spreadsheets, accounting software, general ledger, payroll, accounts receivable, accounts payable, email, adding machine, copiers, fax machine, and cash register.

Certificates and licenses

None

Supervisory responsibilities

Directly supervises employees in the administrative department. Carries out supervisory responsibilities in accordance with the organization’s policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Work environment

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to work near moving, mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

Physical demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to walk; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and distance vision.

I have read, understand and agree to perform the duties and responsibilities as outlined above.

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Signed Date