

Village District of Eastman- Job Description

Position: **Office Manager**

Date November 1, 2011

JOB SUMMARY

Responsible for administrative duties required for the Village District of Eastman's (VDE) office. These duties include serving as the VDE's primary contact with its customers, updating and maintaining the VDE's financial records and data bases, and serving as the primary keeper of the records for the District.

SUPERVISION

Normally works under the direct supervision of the District Manager. Consults with the District Manager and coordinates with the VDE field staff on a continuing basis. Is required to work independently and without direct supervision when the District Manager is not present in the office. Occasionally may be assigned specific tasks directly by the VDE's Board of Commissioners.

LIST OF DUTIES

The duties listed below are intended to illustrate the various types of work to be performed by the VDE Office Manager. The omission of specific duties from the list does not exclude them from the requirements of the position if the duties are similar, related, or a logical assignment for the position.

1. Waits on and assists customers; receives customer payments; makes bank deposits; posts payments to accounts.
2. Answers requests for information; receives and deals with customer complaints and public relations issues concerning water service. Explains, in general terms, the District's policies and applicable ordinances.
3. Handles transfer of customer information of ownership related to property transfers. Maintains all customer files.
4. Oversees water meter reading effort and generates customer bills based on field readings. Handles the administration of new and closed accounts. Prepares bills for new meter hook-ups. Prepares estimates of water bills for property transfer closings as requested by owners or their representatives. Prepares shut-off notices when required.
5. Maintains inventories of office and water system equipment. Orders office supplies as necessary and coordinates with office equipment repair firms to maintain equipment in working order. Oversees purchase orders for water system equipment and tracks these orders until completion.
6. Prepares monthly reports for the District Manager on financial status of the VDE accounts and other matters as requested by the District Manager. Prepares monthly profit and loss statements and balance sheet. Assists the Manager in preparing monthly and yearly accounts receivable reports which are required by the VDE auditors.
7. Communicates with engineering firms regarding contract requirements, including preparation of grant and loan documents. Provides assistance to the District Manager with contract administration duties for construction projects; assists the District Manager in preparing reports and compiling information for engineering consultants and state and federal agencies.
8. Assists the District Manager when preparing the annual budget information for approval by the Commissioners.

9. Resolves delinquent accounts and arranges payment plans in coordination with the District Manager for Commissioners approval.
10. Assists the District Manager to produce and distribute the Annual Report. Assists the District Manager to compile information required for annual water quality Consumer Confidence Report. Creates and distributes other required or Commissioner requested reports.
11. Posts required notices for the monthly meeting, assists the District Manager to prepare the agenda and distribute information to the Commissioners prior to each monthly Commissioners meeting. Attends the monthly meeting and records and prepares the minutes of each meeting, which are then reviewed by the VDE Clerk. Files and posts the minutes of the meetings as required.
12. Attends staff meetings, takes minutes, and distributes these to staff and Commissioners.
13. Attains and demonstrates a general working knowledge of water system operations through on the job experience and attendance, at District expense, at appropriate industry seminars for office personnel.
15. Utilizes the VDE computer systems to store and retrieve data and documents to allow for efficient retrieval when needed. Assists the District Manager with the updating and maintenance of all computer programs and systems. Maintains the VDE web site by actively uploading current information and documents.
16. Oversees and assists in the training of temporary office personnel who are brought in to handle reception and "light office work" during the Office Manager's multi-day absence.
17. Opens and closes the District office.
18. Performs other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Ability to establish and maintain harmonious working relationships with other employees, the Board of Commissioners, and the general public. Ability to communicate effectively both orally and in writing. Proficiency with word processing, spreadsheet, and accounting system software. Ability to learn, understand, and communicate to customers the rules, regulations, laws, ordinances, and operating procedures of the VDE. Working knowledge of accounting principles and practices. Working knowledge of modern office equipment and procedures. Ability to plan and schedule personal assignments and coordinate one's work with the needs of other staff. Ability to maintain accurate records and prepare reports based on those records.

MINIMUM QUALIFICATIONS REQUIRED

Associates Degree in business with an emphasis in accounting and bookkeeping; a well-versed background in computer techniques and software (QuickBooks, Excel, Word, Adobe, etc). Three to five years' experience in a business or municipal office setting; or any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills, and abilities.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing and spread sheet software; calculator; copy and fax machine; phone; mobile or portable radio; automobile.

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 frequently required to walk, sit and talk or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here 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 works in an office environment. The employee is occasionally exposed to outdoor conditions when travelling on business related work.

The noise level in the work environment is usually quiet.

OTHER

The above summary is a current description of the Office Manager's position, but the position may evolve, and as such it will be reviewed by the Commissioners as the required duties change, expand, or diminish.