

Employee Job Description

Office Assistant

GENERAL:

The Office Assistant receives, responds, prepares, and maintains correspondence, bills, receipts, and records relating to the District's billings and payments in accordance with the District's policies and procedures. In addition, the Office Assistant performs duties of the New Accounts and Accounts Payable/Receivable as needed or directed. The Office Assistant performs all duties assigned by the Office Manager.

GENERAL ADMINISTRATION:

Balances daily intake of cash, credit card and checks.

Processes monthly customer bills, late and lock rosters.

Maintains and updates Director's meeting notebooks.

Verifies work orders and line locates are processed.

Collects information from customers for new service and transfer service.

Efficiently maintains Accounts Receivables that are within job responsibilities.

Assist other office personnel when necessary and fills-in during absences.

PUBLIC RECEPTION:

Answers telephone, records messages, and ensures that the proper person receives the messages.

Greets and responds to anyone entering the premises and those on the telephone in a professional and courteous manner.

Responds to customer questions and complaints.

Directs questions and/or complaints to appropriate personnel when necessary.

REQUISITE KNOWLEDGE, SKILLS, AND ABILITIES:

Basic Knowledge of Microsoft Office (Word and Excel)

Knowledge of CUSI Billing Software

Ability to perform all duties and responsibilities effectively and efficiently.

Strong organizational skills.

Strong attention to detail.

Ability to work well under pressure and meet deadlines.

Ability to manage time effectively and efficiently.

Ability to reach and climb a ladder in order to reach items above normal reaching height.

Ability to kneel or squat in order to reach items below normal reaching height.

Ability to operate a computer, calculator, copier, fax machine, postage machine and maintains computer skills as needed or instructed.

MINIMUM QUALIFICATIONS:

Prior related job experience or otherwise demonstrate requisite knowledge, skills, and abilities.

ENVIRONMENTAL FACTORS:

The work is mostly performed in an air conditioned/heated environment, but must have the ability to work in a dusty environment, such as a file room.

OTHER:

Must be reliable in full-time attendance, punctuality, and completion of assignments.

Appearance and attire suitable for a professional business office.

Is available to work the required hours to fulfill duties and responsibilities.