



OFFICE ASSISTANT/UTILITY CLERK

\$2,920 - \$3,813 / Month

JOB SUMMARY

This position performs utility management and clerical support services at the District's office and works under the supervision of the District's Office Manager.

This will be a full-time position under the employment of Roberts Creek Water District. The position will be temporarily shared with Green Sanitary District under an Intergovernmental Agreement. The 40-hour workweek will be split between the two Districts based on a pre-determined monthly schedule.

GENERAL JOB DUTIES

- Assist the public in person, by telephone, fax, e-mail and written correspondence
- Answer routine questions, assist with public records requests and provide readily available information
- Receive and deliver messages for department personnel and Board of Commissioners
- File records and pertinent materials
- Manage water utility accounts, which includes:
 - collect/record payments and issue receipts
 - enter relevant data into billing management software and spreadsheets
 - maintain accounts receivable
 - setting up new water accounts
 - process new connections/remove services
 - close accounts and prepare final billing
 - process and review meter readings
 - process water billings
 - process past-due and disconnect processes
 - perform collection processes
 - process service orders and work orders
- Perform office open and close procedures
- Prepare daily bank deposit
- Maintain and track the Cross-Connection files, service orders, payment accommodations
- Track inventory of office supplies
- Receive, date stamp and distribute mail
- Type District safety meeting and Board meeting minutes
- Assist in maintaining District website
- Supply clerical support to the plant when needed
- Perform other duties as determined necessary to accomplish the work of the District
- Attend training and seminars as needed

MINIMUM QUALIFICATIONS

- Possess high school diploma or GED
- 2 years of job-related experience
- Excellent customer service skills
- Good computer skills and proficiency in programs such as MS Office 365 (Word, Excel, Outlook, etc.)
- Good grammar, spelling and math skills
- Ability to maintain a high-level of communication with both office and operations personnel to ensure smooth and efficient operations
- Ability to multi-task
- Ability to handle difficult or upset customers
- Ability to represent the District in a professional, knowledgeable manner
- Ability to learn and become proficient in the District's utility management and cross-connection software

PREFERRED QUALIFICATIONS

- Associate degree in business, accounting, or related field
- Ability to analyze and coordinate a variety of complex operations
- Ability to perform and track detailed work involving written and numerical data
- Experience in accounts receivable, accounts payable, and maintaining appropriate ledgers
- Computer knowledge of utility management software

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES

- Excellent organizational and prioritization skills
- Strong verbal and written English communication skills (reading, writing, listening)
- Possess strong professional tact and phone etiquette
- Strong interpersonal, relationship-building and critical thinking skills
- Ability to operate telephones, copier, fax, scanner and computers
- Ability to learn and implement District ordinances, resolutions, policies and procedures
- Commitment to cultivate a welcoming environment with a positive attitude
- Ability to sit for long periods of time, reach, manipulate and operate office equipment and files. Duties involve occasionally moving materials by hand that may weigh up to 50 pounds

SUPERVISORY RESPONSIBILITIES

- This position does not supervise other employees

APPLICATION PROCESS

Submit all application materials below in hardcopy or electronic form:

- RCWD job application found at <https://www.rcwaterdistrict.com/employment>
- Resume

Submit electronic submissions to David Campos, Office Manager at david@rcwaterdistrict.com with the subject heading OFFICE ASSISTANT. Please do not include attachments in the body of your email; attach them separately as a PDF file.

Mail hard copy materials to:
Roberts Creek Water District
Attn: David Campos
4336 Old Hwy 99 S
Roseburg, OR 97471

**Roberts Creek Water District is an Equal Opportunity Employer.
Veteran Preference applies.**