



Business Services Administrative Assistant

GENERAL OVERVIEW OF POSITION:

The person in this position performs a wide variety of administrative/secretarial duties and duties for the Business Services Department. This position requires the exercise of good judgment and the application of standard and innovative secretarial procedures and methods in performing varied support services. Considerable judgment is required in establishing or adapting work procedures to new situations and in performing varied administrative services. The work may be reviewed upon completion, but generally must be accurate and error free. A critical function of the position is the ability to interact with other Utility employees and work towards the common goal of efficiently and effectively serving the customer. The Business Services Administrative Assistant reports to the Senior Manager – Business Services. This is a non-exempt position.

EXAMPLES OF DUTIES AND RESPONSIBILITIES (Illustrative only):

- Answer incoming telephone calls and route calls to appropriate individuals as required;
- Assist walk-in vendors, contractors, customers and visitors as needed;
- Prepare replies to correspondence and develops letters independently;
- Prepare reports, memorandums, meeting minutes, catalogues and organize decision support information as needed for the Business Services department;
- Organize and maintain the file systems for Business Services Department including correspondence, meeting minutes, estimates, work orders, tap orders;
- Schedule appointments for meter technicians for the purpose of meter installation, periodic replacement for testing, stopped or mis-registering meters and remotes; and exercise persistence in premise entry, including making follow-up calls, sending escalating letters, and issuing disconnection notices for failure to give meter access;
- Perform end-of-day move-in/move-out service order pickup and dispatch of the same;
- Dispatch daily service orders to field service staff, and monitor open CIS orders to assure timely closure;
- Manually complete all AMI service orders for move-in and move-out;
- Creation of service orders for field staff following reports of broken seals, meter damage, etc.;
- Communicate purpose of cross connection inspections to customers, document field inspections, billing of backflow devices used, and follow up with customers regarding non-compliance, including phone calls, letters and disconnection notices;
- Make phone calls, send letters, and disconnections notices for other service equipment problems including blocked meters, detached service entrance equipment, bad building control valves, service leaks, and curb stops needing repair;
- Maintain water, electric, and ERT inventory in CIS, including entering purchases, scraps, and test reports. Assist in physical meter inventory at year end and PSC reporting;
- Back up meter technicians in loading and unloading meter reading processors, including upload of readings to CIS and printing of field and exception reports;
- Track incoming water and electric service applications and follow up on same;
- Issue and track water meter spacers, and schedule meter installation with plumbers;
- Process and maintain files for service orders, meter orders, meter test reports and other related information;

- Schedule appointments for meter change-outs, remotes, leaks, curb stops, etc.;
- Handle data storage and retrieval on computer terminals for a variety of tasks;
- Create, maintain and file purchase orders for the utility;
- Update CIS records as required;
- Perform cashiering duties at front desk when needed;
- Sort and file billing registers daily for the Business Services Department;
- Coordinate material receipt and distribution of the mail and other delivered packages to other MPU departments, as well as City Hall;
- Assist in the training of temporary and part-time replacement staff;
- Provide backup for Customer Service Reps and overflow calls from front desk;
- Other related jobs and duties as assigned.

(Note: The duties listed above are intended as illustrations of the various types of work performed by persons in positions covered by this classification specification. This list is not all inclusive. The omission of a particular job duty does not mean that the duty is not one of the essential functions of the position. Management reserves the right to assign employees in this classification to duties not listed above, if the duties are fairly within the scope of responsibilities applicable to the level of work performed by employees in positions covered by this classification specification.)

REQUIRED EDUCATION, TRAINING AND EXPERIENCE:

- A two-year technical degree is required;
- Experience in administrative, secretarial, clerical and data entry work;
- Participation in seminars in business, data processing or office skills or any equivalent combination of experience and training, which provides the required knowledge, skills, and abilities to handle a position of this type.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to learn utility terminology and procedures;
- Must understand limited technical data pertinent to utility operations;
- Must communicate courteously and effectively, demonstrating excellent written and verbal communication skills;
- Must have the ability to organize utility data;
- Must be able to create accurate work documents and work independently;
- Ability to prioritize work and meet deadlines;
- Ability to work effectively with others, in confidentiality and with integrity;
- Skilled in word processing, personal computers, and software such as Excel, Word, Power Point, Access, software used in publishing, etc.;

PHYSICAL REQUIREMENTS:

- Ability to perform demanding physical tasks at times such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces and lifting or carrying moderately heavy (up to 35 lb.) items;
- Ability to sit at a desk for extended periods while operating a personal computer.

ENVIRONMENTAL REQUIREMENTS:

- Normal office working conditions. The noise level in the work environment is quiet to moderate.

SENSORY REQUIREMENTS:

- Color, sound, odor, depth, hearing and visual perception and discrimination
- Good oral communication ability

OTHER REQUIREMENTS:

- Possession of a valid driver's license and a good driving record
- May be required to use personal vehicle for use on the job

Revised and accepted on: August 20, 2018