

Eastsound Sewer and Water District



EXECUTIVE ASSISTANT

Hourly Wage: \$25 to \$28 per hour DOE

Generous health care insurance via Washington Health Care Authority, Public Employees Benefits Board and the participation in the Washington Department of Retirement (DRS)

POSITION OVERVIEW

This employee will provide a wide range of administrative support to the District's General and Business Manager(s), and Commissioners. All District employees are responsible for maintaining a professional, positive, and productive working relationship with colleagues, Commissioners, and customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES may include but are not limited to the following:

- This employee will greet visitors at the District office, answer phones, and manage inquiries submitted electronically.
- Assist customers in verifying utility payments and transactions, resolve billing errors, and provide customer with feasible solutions to delinquent accounts.
- Establish new customer accounts, post payments, reconcile accounts, and adjust per District procedures.
- Prepare a wide range and prepare reports for the General Manager and the Commissioners.
- Attend Commissioner meetings to record decisions, actions and meeting activities, process, and publish meeting minutes, maintain archive of meeting minutes.
- Balances daily payments; prepares bank deposits, processes payments, and posts payments to customer accounts; generates corresponding reports.
- May prepare and process miscellaneous accounts receivable invoices, monthly statements and reconciles payments; summarize billings, post, and maintain miscellaneous accounts receivable ledgers as assigned.
- Research accounts that are candidates for liens; prepares lien paperwork according to established procedures.
- Compiles, reviews, and edits a variety of other reports related to customer accounts, sewer billing, and field service activities.
- Performs other related duties as required or assigned.

EXPERIENCE/EDUCATION:

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to perform the job. Minimum qualifications most compatible with the duties of the position:

- **Experience:** Four (4) years of experience working for a government entity with responsibility for processing utility payments/accounts payable, providing customer service to customers that can be contentions/disagreeable, or related experience.
- **Education:** An Association's degree in business administration, accounting, or administrative services, or an equivalent amount of training in accounting; a high school diploma or GED
- Must possess a Valid Washington State Driver's License with no driving offenses in the last two years and current and sufficient auto insurance
- Bondable - Ability to acquire a fidelity bond: (*Required for handling of District finances*)
- Must complete a pre-employment background investigation to include a credit check

MINIMUM QUALIFICATIONS:

Ability to:

- Must possess strong written communications to include the ability to use correct grammar, spelling and punctuation.
- Complete a wide range of official government and regulatory reports.
- Perform job duties per administrative procedures per industry standards
- Proven history using Microsoft Office Suites, accounting such as Springbrook, BIAS, Utility Billing software, and the ability to interact with the District's web page.
- Review and accurately verify billing/accounting information.
- Make basic mathematical calculations with accuracy and reasonable speed.
- Communicate with co-workers, supervisor, the District's customer base, and maintain the confidentiality of customer accounts.
- Use office equipment such as copiers, calculators, and fax machines.
- Handle and perform the accounting of cash and other means of payment for customer accounts, including making bank deposits.
- Understand and apply District standards, policies, and procedures as outlined in the District's Policy Manual and the employee guide.
- Maintain inventory and order office, lab, collection system and treatment plant supplies as directed by management.

PHYSICAL DEMANDS:

Work involves walking, talking, hearing, and using hands to access doorways and use computer keys, feel or operate objects, tools or controls, and reaching with hands and arms. Vision abilities required by this include close vision and the ability to adjust focus (work for extended periods of time viewing a computer screen). The employee may be required to push, pull, lift, carry and/or push items weighing up to twenty-five (25) pounds.

WORKING CONDITIONS:

Duties are performed primarily in an office environment with sitting for extended periods of time, utilizing standard office equipment and a computer. Employees may be exposed to upset customers. Employees may be required to run errands such as going to the bank and post office and picking up supplies.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District. The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the District's workload.

ESWD Is an Equal Opportunity Employer