

CITY OF NEWBURYPORT
ADMINISTRATIVE ASSISTANT II – WATER/SEWER DIVISION
BUSINESS OFFICE

Position Purpose:

The purposes of this position are to provide clerical and administrative assistance to the Department of Public Service Director and Deputy Director, Business Manager, Water/Sewer Commission and division staff. The work involves attention to details to maintain accurate records; answering customer inquiries and managing the office. The work involves coordinating requests for service about various Water/Sewer Services and handling customer inquiries. The Administrative Assistant is required to exercise good judgment in administering the office to relieve the Director of administrative details. An Administrative Assistant II in the Water/Sewer Division is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Supervision:

Supervision Scope: Performs a variety of responsible functions of an administrative, clerical and technical nature requiring the exercise of judgment to interpret guidelines and carry out assignments independently; work at this level requires a working knowledge of departmental operations, local and state laws; work involves both standard and non-standard practices and techniques; incumbent is called upon to handle a significant amount of detail

Supervision Received: Works under the general direction of the Business Manager, Office Manager, Director and Deputy Director of Public Services; follows established department general and special orders, rules, regulations, policies and procedures.

Supervision Given: None

Job Environment:

Administrative and technical work is performed in a moderately noisy office with constant interruptions during the day from the general public and staff in the office or by phone, and sometimes to deal with citizens' or contractors' issues and problems;

Requires the operation of office computers, 2-way radios, bill machine printer, typewriter, calculator, telephone, copier, facsimile machine, and all other standard office equipment.

Makes constant and periodic contact with other municipal departments, vendors, contractor's board members, customers concerns about bills and the general public; communication is frequently in person, by telephone, 2-way radio, mail, and in writing and e-mail

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Provides basic and technical information and assists the public in understanding regulations, policies and services of the water and sewer divisions.
- Assist with processing permits and collects and records related fees for new connections to water and sewer system. Prepares and submits fees to appropriate City officials; maintains records of permits and prepares appropriate reports.
- Schedules appointments for meter reader as necessary; down loads data from meter reader into auto-meter system and the financial system.
- Screens incoming phone calls, complaints and correspondence; takes action if appropriate or refers to appropriate staff member and follows up to ensure a timely response
- Composes routine correspondence and memoranda for signatures of the Public Services Director or Water Board Members; types letters, prepares monthly reports, and records and maintains manual and automated files and records as required
- Performs special assignments and routine administrative functions as requested; purchases supplies, materials and equipment for the department and processes payment for same; prepares warrant; prepares payroll; monitors expenditures, revenues and debt and provides information to his/her supervisor for Budget purposes; assists with budget preparation
- Exercises responsibility for the maintenance of, manually or by computer, important departmental reports, correspondence, and/or records requiring the careful recording, classification and compilation of information; posts and records information; updates data; checks, sorts, records and files various materials; develop and maintain all department files and bills.
- Assists with the preparation of agendas for the Water/Sewer Commission; prepares posting of meetings and public hearings in City Clerk's office; prepares legal ads for public hearings; compiles materials for commission meetings; notify public if their item is on agenda; issues decisions through correspondence to appropriate people of actions taken by commission; attend Commission meetings and prepare minutes of same.
- Assists with preparing water/sewer bills for customers; insure accuracy and consistency; establish new accounts; revise bills according the regulations as necessary
- Manage and track accounts payable and receivable including expenses by line item, revenues and commitments. Uses budget and accounting date to assist with financial reports.

Other Functions:

- Performs similar or related work as required, or as the situation dictates.
- Attends meetings representing Department of Public Services-Water/Sewer Division, as needed.
- Provides administrative services and assistance to other staff in office.
- Attend appropriate meetings to learn and understand water and sewer division operations.

Minimum Required Qualifications:**Education, Training and Experience:**

Must have an Associates Degree with 4 years' increasingly responsible work experience in a similar administrative assistant position preferably in municipal government or utility services; or any equivalent combination of education, experience and training. All employment offers are conditional upon passing a reference and Criminal Offender Record Information (CORI) check

Special Requirements: None

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of office procedures, practices and terminology; complete knowledge of the use of office automation applications and equipment, business arithmetic; American business English and spelling; basic knowledge of bookkeeping techniques; a general knowledge of local government and its operations; familiarity with pertinent state and local laws relating to departmental operations preferred; must develop a thorough knowledge of water commission regulations within six months following appointment; general knowledge of MUNIS billing and financial system and Microsoft word, excel and access.

Ability: Ability to acquire working knowledge of regulations, state statues and legal requirements of assigned department activities; ability to make decisions in accordance with laws, ordinances, regulations and established policies; ability to work independently and process large volumes of paperwork; ability to type with speed and accuracy and to develop and maintain complex records and files; ability to utilize data & word processing applications as they related to the functions of the offices supported; ability to deal effectively with the public, contractors, vendors, persons needing assistance and staff.; ability to prepare reports as assigned; ability to prioritize work assignments to meet established deadlines and ability to multitask; ability to perform basic arithmetic calculations with various units of measure manually and /or using office equipment; ability to follow written and oral instructions; ability of work as a team with others to accomplish a project; ability to work efficiently and effectively with minimal supervision.

Skill: Excellent verbal and written communication skills; aptitude for working with people and maintaining effective working relationships with various groups; aptitude for working with paperwork and details; skill in using the above mentioned office equipment; skills in dealing with public; administrative and secretarial skills; skill in utilizing personal computers, word processing, database, and spreadsheet applications; sensitivity to public communications.

Errors and Omissions:

Errors in judgment or omissions could result in delays in service, loss of funds and legal ramifications.

Physical and Mental Requirements:

The work is primarily of an intellectual nature but requires a variety of physical capabilities. While performing the duties of this job, the employee is frequently required to sit, use hands to finger and talk or hear; occasionally required to kneel, stand, walk handle objects; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds and rarely has to lift and/or move up to 40 pounds. Specific vision abilities required by this job include close and distance vision. This position requires the ability to operate a keyboard and calculator at efficient speed. The employee must be able to hear normal sounds, distinguish sound as voice patterns and communicate through human speech using American English.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)