

## **Heber Springs Water and Sewer Utility**

### **Job Description**

**JOB TITLE:**                    **WATER AND SEWER OFFICE MANAGER**

**JOB SUMMARY:**

Under the general supervision of the General Manager, conducts daily business of office facilities. Works close with the General Manager, other Office and Field personnel to insure that responsibilities are completed in a timely manner.

**JOB DUTIES AND RESPONSIBILITIES:**

1. Responsible to the General Manager.
2. Works to meet administrative and technical requirements to successfully operate the Heber Springs Water and Sewer Utility.
3. Overseeing of office and office personnel including employee time sheets and leave sheets.
4. Promote beneficial public relations.
5. Customer Service including waiting on customers and answering phones.
6. Follow rules and regulations provided by Water and Sewer Commission.
7. Generate a smooth, efficient operation and pleasant work environment.
8. Maintain a high level of technical proficiency.
9. Document and record filing.
10. Accepting daily payments and posting of receipts.
11. Handling new customer accounts.
12. Daily banking and deposits.
13. Handling daily mail for the Heber Springs Water and Sewer Utility.
14. Closing out former customers and refunding and issuing of checks for customer deposits.
15. Monthly water billing.
16. Creating of daily and monthly reports.
17. Paying of monthly bills for the Utility.
18. Creating daily work orders.
19. Filling out of workers compensation forms as needed.
20. Handling plumbing permits.
21. Other duties as assigned.

**IMMEDIATE SUPERVISOR:**

General Manager

**SPECIAL KNOWLEDGE, SKILLS AND ABILITIES:**

1. Ability to observe situations; to report and record them clearly and accurately.
2. Ability to understand oral, diagrammed, telephoned and written instructions.
3. Ability to work independently with little or no supervision.

4. Ability to delegate authority to an optimum degree while maintaining effective control.
5. Ability to instruct and direct work activities of others that position is responsible for.
6. Ability to motivate others to improve performance.
7. Ability to exercise a friendly attitude, constantly aware of the value of good personal and public relations.
8. Ability to make sound and timely decisions as required by the work situation.
9. Good social and general intelligence with the ability to communicate effectively both orally and in writing.
10. Knowledge in management, finances, office operations and public relations.

**MINIMUM QUALIFICATIONS:**

1. Physical stamina for associated performance of duty requirements.
2. A valid Arkansas driver's license, with a good driving record.
3. Graduation from high school or the equivalent.
4. Must have 2-4 years experience.

**The above information is intended to describe the general nature of this position and is not to be considered a complete statement of duties, responsibilities and requirements.**