



Job / Position Description

Position Title:	Administrative Assistant – Part Time	
Job Code:		
Version Date:	11/18/2024	

City Manager

SUMMARY DESCRIPTION

The Part-Time Administrative Assistant's primary responsibility will be to provide customer service duties including: new or existing Utility accounts, service requests, securing deposits and service fees, submitting work orders, processing payments, handling delinquent accounts, and other customer service related functions on a daily and/or follow-up basis by providing either face-to-face customer care and/or answering/making telephone calls, scanning and filing.

PRIMARY POSITION / SECONDARY ASSIGNMENT

This is the primary position for which the employee is hired. It does not preclude the possibility of being assigned secondary or peripheral assignments.

FLSA STATUS, SALARY/WAGES, BENEFITS

<input type="checkbox"/>	Exempt Employee	Salary: \$	Annually *
<input checked="" type="checkbox"/>	Non-Exempt Employee	Wages: \$ 15.00	Hourly *
<input type="checkbox"/>	N/A This is a non-compensated position.		

* The monetary amount listed above is the base entry-level salary or wage that can be expected for this position, but does not preclude the possibility of a negotiated amount that may be different.

Retirement

The City of Webster and the employee will jointly contribute to the employee's retirement in the Florida State Retirement System.

Sick Leave and Vacation Leave

There is no holiday, sick, or vacation leave earned for part-time employees

Insurance

There is no insurance available for part-time employees

REPORTING AUTHORITY

The Administrative Assistant maintains effective communication with the HR/Finance Manager, keeping him or her apprised of the state of the administrative assistant's office as well as all unusual occurrences and serious incidents. The Administrative Assistant will consult with the HR/Finance Manager on departmental matters that may impact the City.

MINIMUM QUALIFICATIONS

- Be at least 18 years of age.
- Be a citizen of the United States.
- Have earned a high school diploma or equivalent (GED).
- Three (3) years of experience in customer service with two (2) years of experience in a general office setting and use of computers.
- Experience in a governmental agency is preferred.
- Must possess and maintain a valid Florida Driver's License and be insurable by current insurance carrier.

- Have not been convicted of any felony or of a misdemeanor involving perjury or false statement. Any person who, after July 1, 1981, pleads guilty or nolo contendere to, or is found guilty of a felony, or of a misdemeanor involving perjury or a false statement, shall not be eligible for employment or appointment as an officer, notwithstanding suspension of sentence or withholding of adjudication.

DUTIES AND RESPONSIBILITIES

This section of the job description is not intended to be a comprehensive list of duties and responsibilities of the position. The omission of a specific job function does not absolve an employee from being required to perform additional tasks incidental to or inherent in the job.

- Greets walk-in customers and/or answers inbound customer calls regarding Utility accounts. Assists with answering questions about water, sewer and garbage utility accounts; may also receive questions from the public on business tax certificates and container fees.
- Assists customers (Residential or Commercial) requiring new service or new connection, establishing customer accounts for new or temporary service locations in computerized programs, accurately assigning appropriate account number, verifying and collecting applicable deposits, connection and hook-up fees and securing signed contracts and/or required documentation from customers for water and/or sewer service in accordance with City ordinances. Follow-up, as needed, by mailing, e-mailing, calling or faxing necessary information and/or contracts to customers wishing to open new accounts, transfer accounts, suspend or discontinue accounts and/or other service requests via in person, by telephone, voicemail, fax or written correspondence.
- Handles account transfers, properly requesting the termination or suspension of the former account, or (as required), verifying legal description, obtaining correct meter information for that location, and accurately assigning new account number. Collects the appropriate required deposit and turn-on fee from new customers and secures a signed contract for water, sewer and garbage service in accordance with city ordinances. Accurately records payments and correctly makes change in case of cash payments.
- Researches customer accounts to accurately respond to customers' questions regarding account balances, such as arrears, credits or payment receipts.
- Accepts Utilities' payments (by cash, check, or money order) from walk-in customers. Responsible for ensuring accurate cash handling and processing of customers' payments.
- Informs customers, verbally or in writing, of all department procedures and policies, such as establishing service requirements, name or address changes on accounts, account turn-on/turn-off procedures for customers, adjustment policies, ordinances, etc.
- Properly documents all customers' accounts according to procedures.
- Prepares appropriate customer correspondence in response to completed work orders, and reviews all correspondence to customers for accuracy and professionalism, prepares file copies of all correspondence, ensures timely mailing of correspondence, and routes copies for filing and/or scanning.
- Checks night deposit drop box and processes payments, as needed; checks messages from voicemail and fax; secures customer service lobby and work area for the night in accordance with standard operating procedures. Ensures customer service lobby is organized, neat and well supplied with customer forms, literature as needed each day.

- Processes work orders for new connections and account transfers to field personnel for appropriate action. Processes other necessary work orders for processing. Communicates, as needed, via cell phone incoming and/or outgoing notifications.
- Maintains and balances assigned cash drawer daily against payment stubs and daily receipts for deposit, per procedure. Assures necessary allocation of bills and change required for business day. Bags cash and secures in safe at the close of business. Drops excess cash in the safe daily to maintain minimum cash in drawer.
- Compiles and accurately enters service requests daily into work order program; retrieves and processes work orders daily from Operations and/or field personnel. Receives completed work orders from field and verifies action taken and processes accordingly.
- Assists customers with questions regarding their bills, coordinates testing of meter equipment, schedule consumption reports, analyze usage reports of complexity to assist customers with potential leaks, handle concerns and provide information as obtained. Assist customer with processing adjustments requests, as warranted.
- Responsible to scan and file customer and other office documents daily - including new account contracts and receipts, correspondence, name or address change information and all other pertinent customer or business related documents for retention.
- Knowledge of record retention schedules and ability to process records for destruction when retention period has been met.
- Processes requests and secures appropriate deposits, rental fees, and agreements for rental of City property.
- Dispatches emergency and other service requests to field personnel.
- Sorts and distributes daily incoming mail and other documents, date stamping as required, and routing to appropriate personnel
- In case of an emergency or crisis situation (hurricane, flood, etc.), position is required to perform reasonable duties as assigned by immediate supervisor.
- Demonstrates ability to be a self-starter and show initiative to assist and learn new skills.
- Demonstrates commitment and dependability with regular attendance, punctuality and adherence to schedule of availability.

ABILITIES

This section describes the abilities the individual in this position must possess in order to safely and satisfactorily perform the essential functions of this position.

- Ability to serve the public in a friendly, professional, efficient manner.
- Ability to understand contracts and agreements regarding connection fees, assessments and deposits, and calculate accounts receivable based on these contracts and agreements.
- Ability to compose business correspondence of moderate complexity
- Knowledge of general office practices and procedures.
- Financial Responsibilities: Accept, receive, and/or collect payments.
- Knowledge of basic accounting principles and accounts receivable procedures.
- Knowledge of computerized accounting and billing systems and use of computer terminals.
- Ability to effectively and professionally communicate with customers and co-workers.
- Ability to compile statistical reports.
- Ability to type and use ten-key calculator with speed and accuracy.

- Ability to be a self-starter and show initiative

EQUIPMENT USED

Personal computer and other office equipment, such as ten-key calculator; copy machine; facsimile machine; multi-line/multi-station telephone system, and software applications.

WORK ENVIRONMENT

- The majority of the time is spent indoors working closely with computers and others, occasionally outdoor tasks may be required under varying weather conditions and temperature extremes.
- Occasionally may encounter irate individuals.
- Works in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.
- Work may require looking at a computer screen for extended periods of time to complete administrative tasks.

ESSENTIAL PHYSICAL SKILLS

The following requirements are essential to the performance of the job:

- Good dexterity and finger mobility required for typing and using calculator.
- Occasionally light to moderate lifting, reaching overhead, bending and/or stooping for filing.
- Good close up vision for computer and clerical work.
- Good hearing and speaking ability for talking to customers in person and on the telephone.

PROBATIONARY PERIOD

Probationary period for this position is described in the City of Webster Personnel Policy Manual.

EQUAL OPPORTUNITY STATEMENT

The City of Webster is an Equal Opportunity Employer. It is the policy of City of Webster to provide equal employment opportunity to all persons, regardless of age, race, religion, color, national origin, sex, political affiliations, marital status, non-disqualifying physical or mental disability, age, sexual orientation, membership or non-membership in an employee organization, or on the basis of personal favoritism or other non-merit factors, except where otherwise provided by law.
