

## **Part Time Administrative Assistant (2/10/22)**

This is a shared position and provides a general coordination role to the Authority Manager and Board, as well as an intermediary support and back-up to the Business Manager and Customer Service Representative.

### **Duties:**

- Maintain office calendar of key activities involving Board meetings, and work schedule;
- Conduct research, compile data, prepare and present oral and written reports for Board / Manager;
- Coordinate meetings for Board, including preparation of agendas and minutes, legal, and other notices. Attendance at Board meetings outside normal working hours is required;
- Serve as Back-up to Customer Service Representative to open, sort, and distribute all mail to the appropriate parties;
- Assist Business Manager and Customer Service Representative on all aspects of hard / physical filing system;
- Assist Business Manager as requested: process credit card and electronic check transaction reports;
- Assist Customer Service Representative, as requested, process and collect payments; maintain and update account information in billing software;
- Assist with quarterly billing (billing report review);
- Assist Customer Service Representative with reports, water shutoff notices and liens; determine and document alternative payment agreements and schedules;
- Assist Customer Service Representative in coordination and scheduling of Operations Staff for installation inspections, metering readings, shutoffs and new connection permits; maintain and prepare records; and other related work;
- Assist Customer Service Representative in updating and maintaining customer information in Swiftreach program; coordinating with Operations and Customer Service Representative in distributing calls;
- Assist in preparing responses to correspondence from customers, developers, media, other government agencies;
- Prepare and coordinate special projects or events (community outreach programs). Assist the Authority Manager and Business Manager with maintenance of the Authority Website;
- Assist and maintain notes on duties performed for Office Manual;
- Serve as back-up Customer Service Representative and Business Manager;
- Perform other duties as required;

### **Education & Skills:**

- High school graduate or General Educational Development;

- Demonstrated familiarity and proficiency with personal computer operation and software such as Excel and Word and web-based applications and programs;
- Experience working for a utility / similar business operation is preferred; Ability to research, interpret, explain, and correctly apply policies, rules, regulations, and procedures;
- Valid PA driver's license.