

**VILLAGE OF RIVERTON
POSITION DESCRIPTION**

TITLE : Office Assistant

DEPARTMENT: Utility Billing Office

Approved: 12/15/2022

Date Eff. 12/15/2022

NATURE OF WORK:

The Office Assistant provides general day-to-day administrative support to the Village of Riverton Utility Billing Office, elected officials, and other staff members to ensure the Village of Riverton effectively supports the residents, businesses, and other customers of the Village. Provides full administrative support as required including maintenance of office files, work orders, data entry, utility billing, preparation of mailings, typing memos and reports, tracking suspense dates, and maintaining utility billing reports. The Office Assistant will assist in answering phones, waiting on customers, processing payments, and perform other office tasks such as filing, collation, scanning, proofreading, editing, and other office duties as required. The Office Assistant will also maintain current hard and electronic office files, assist other staff members, assists in maintaining quality communication and relationships with elected and appointed officials, residents, businesses, vendors, and other Village departments and employees.

TYPICAL DUTIES AND RESPONSIBILITIES:

The duties and responsibilities are based on 3 areas:

Administrative Duties

Maintain all electronic and hard files for the Village of Riverton Utility Office. This includes but is not limited to: Utility Reads, Utility Consumption reports, Customer Information, Work Orders, Utility Billing and Payment Histories, Utility Rates, Banking and Taxes files.

Prepare correspondence, memos and other various reports.

Answer phones, open and process mail, assist in preparing outgoing mail.

Communicate directly with residents, businesses, vendors, customers, visitors, elected and appointed officials, and the general public regarding Village business through phone calls, emails and in-person.

Monitor Village email mailbox and forward email to appropriate personnel for action. Assist in maintaining Village web page and Village Facebook page. Respond to Instant Messaging or chats as appropriate or forward to proper personnel.

Work as part of a team to ensure coordinated office coverage, cross-training and work flow to support immediate and long term workload priorities.

Assist office staff in proofing flyers, announcements, and other materials.

Perform other administrative duties such as processing mail and faxes, and coordinate and handle special projects.

Utility Billing

Assist Customers with new services and final services. Prepare work orders, update customer files, and coordinate with utility departments for meter reads.

Work in cooperation with utility workers to schedule and process meter reads, review and identify questionable reads for follow-up, and enter utility read data into billing system.

Prepare work orders for meter change outs or other utility services and update utility billing records if needed.

Maintain records on utility rates and update rate chart as gas and electric rates fluctuate. Calculate bills that are processed outside normal billing cycles. Adjust utility billing for utility adjustments, penalties, solar credits, or as required.

Prepare utility reports on billed units, consumption data, billing and payment histories, or other reports required or requested by elected officials and committees. Prepare reports for accounts being referred for collection or write-offs.

Customer Service

Have daily contact with residents, businesses, vendors, customers, visitors, elected and appointed officials, other Village employees and the general public by in person contact, phone, fax, email, Instant Messaging, or any other means of communication. Maintain a positive, customer service-oriented attitude treating all contacts with respect.

Assist as needed with walk up and drive up windows in greeting visitors and taking care of their issue.

All other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

High School graduate with two or more years of directly related experience in a business office environment. Customer service experience is desirable.

Position requires computer skills, administrative skills, including Microsoft Office Suite, office equipment including 10-key calculators, scanners, copiers/printers/fax machines and the ability to learn proprietary software.

Strong grammar/spelling skills and attention to detail for proofing.

Requires exceptional organizational skills, quick learner, with ability to handle multiple tasks simultaneously.

Position requires human relations skills to enable communication with all levels of internal and external staff, residents, businesses, vendors, customers, visitors, elected and appointed officials, other Village employees and the general public

Position requires proficient oral and written communication skills; advanced spelling and grammar skills, with attention to detail to prepare correspondence, reports, and proof materials.

Work well under pressure with multiple and sometimes immediate deadlines and has the ability to handle multiple tasks simultaneously. Takes initiative to problem-solve and professionally addresses concerns and issues that might develop. Handles various personality types with the ability to maintain order.

Confidentiality is mandatory in handling sensitive information.

SCOPE OF POSITION

Reports directly to Office Manager

Position requires proficient problem solving and analytical ability.

Primary contact for issues or inquiries from residents, businesses, vendors, customers, visitors, elected and appointed officials, other Village employees and the general public

Typical contacts are with residents, businesses, vendors, customers, visitors, elected and appointed officials, other Village employees and the general public

Plans and prioritizes work on a daily, weekly, monthly, and annual basis.

Coordinates with Office Staff to ensure office coverage and workflow.

Ensures smooth flow of office, objectives are met, projects stay on schedule.

Carries out directions from Office Manager.

WORKING CONDITIONS

Works in office environment; computer usage required approximately 95 percent of time to perform duties and administrative assignments. Interacts daily with residents, businesses, vendors, customers, visitors, elected and appointed officials, other Village employees and the general public

Light lifting 5-20 lbs, is required

Normal workday is 8 am to 4:30 pm Monday to Friday.

This position is a part of Collective Bargaining Agreement with LIUNA 477 and is required to become a member of the union upon employment

Employee is subject to criminal background check and drug testing prior to employment and is also subject to random drug testing throughout their term of employment

MAJOR ACCOUNTABILITIES:

Represents the Village of Riverton in a professional and helpful manner at all times.

Supports Office Manager, Mayor, Village Board and office staff in daily activities of utility office to ensure that all assignments and tasks are carried out in a professional and timely manner and Village objectives are met.

Provides customer service for residents, businesses, vendors, customers, visitors, elected and appointed officials, other Village employees and the general public

Develop and maintain strong understanding of Village mission and overall objectives and works to continually improve processes and procedures.

The above duties are general in nature and are not intended to reflect all the duties, which may be required of the incumbent.

Maintains Village website and Facebook page to ensure data is current, accurate, and relevant.