

**POSITION: Part Time Office Assistant-PTOA**

**Accountable to: District Manager-DM**

**Part Time Primary Objective of Position:**

Aid and assist the **DM** in the Bigfork Water and Sewer District office. Perform all assigned, implied, scheduled and unscheduled duties as required by the **DM** for the proper operation of the District office. Assist the **DM** maintain a professional and courteous environment in the District office and properties.

**Essential Job Functions:**

The **PTOA** must:

- Possess excellent oral and written communication skills.
- Be able to understand oral and written instructions in order to perform activities defined in a variety of utility billing, accounting, inventory, data entry and computer program manuals.
- Knowledge of bookkeeping, and government accounting.
- Possess time management skills essential to all office functions.
- Be bondable and capable of maintaining customer and employee confidentiality.
- Have the ability to lift a reasonable amount of weight, bend, stoop, and operate a computer for extended periods of time.
- Have the ability to work in an industrial environment with occasional odors.
- Obtain adequate immunizations for working in a wastewater facility (District funded).  
The duties listed 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 of the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and/or employee, or requirements of the job change.

**Areas of Accountability and Performance:**

- Assist in the daily operating of the District office.
- Answer phone and direct calls appropriately.
- Maintain familiarity with the rules and regulations of the District.
- Cross-trains with other employees to maintain staffing requirements during periods of transition, vacations, or other absences.
- Wait on general public and provide information regarding policies and regulations as required.
- Receive, sort and distribute incoming and outgoing mail.
- Organize and maintain files of records, reports, documents, correspondence and manuals.
- Sort and file documents.
- Assist with new customer sign-ups and easement process.
- Assist with Coordinating monthly meter reading activities.

Effective 10 11 2017

- Assist Provide monthly billing to customers and maintain accurate records.
- Assist with final billing, process name changes, and make adjustments to customer accounts.
- Post payments daily to customer accounts.
- Maintain and update customer files.
- Contact customers regarding delinquent accounts, or unusual meter readings.
- Coordinate collection of delinquent accounts.
- Possess the ability to handle accounting functions in accordance with government accounting guidelines.
- Execute daily computer system data backups.
- Respond to customer complaints and inquiries.
- Utilize proper tact and diplomacy when dealing with District business.
- Maintain effective communication with other employees, District customers and suppliers, and the Board.
- Log a record of contacts for periodic review by **DM**.
- If needed Help organize and attend meetings in order to take minutes as directed by the **DM**.
- Perform activities defined in a variety of utility billing, accounting, inventory, data entry and any and all daily office duties.
- Perform light janitorial work in the office.

**Education, Training and Experience Requirements:**

**OA** possesses:

- Any combination of education and experience equivalent to high school graduation.
- Two years' work experience in an office setting, and knowledge of the following types of software: Utility Billing, Accounting and Microsoft Office.
- General computer and office skills.
- Valid Montana driver's license.