JOB DESCRIPTION

TITLE: OFFICE ASSISTANT/DATA ENTRY OPERATOR
SECTION: Customer Service

DEPARTMENT: Service
SRN 14-4:

REPORTING RELATIONSHIP:

Reports to: Water Clerks Supervisor

Supervises the following positions: NOT APPLICABLE

DEFINITION: Under general supervision, to support a wide variety of routine work in the Water Service Department; receive and process orders for domestic water and sewer service and agriculture irrigation water; type a variety of materials consisting of letters, reports and memoranda's; exercise judgement in referring departmental matters to supervisor; checks data for accuracy, completeness, and compliance with established standards; maintains files; to perform customer service telephone work and do related work as required. Works independently

ESSENTIAL FUNCTIONS:

1. Receives and processes paperwork requests accurately for domestic water service, irrigation water, and sanitation service from water clerks.

2. Receives and process customer applications for service via the Post Office mail.

3. Contacts customers using a telephone regarding application status.

4. Receives and processes accurately address changes, account billing changes, cash transactions.

5. Scheduling of work orders, filing of completed work orders.

6. Operates a computer work station.

7. Tactfully and courteously work with the public and employees of the District.

8. Performs a variety of office tasks related to the water service department.

MINIMUM QUALIFICATIONS:

Knowledge of: -Modern office and filing methods, principles and practices.
-Common office equipment usage.
-Computer operation.
-Correct English usage, spelling and grammar.
-Mathematics.
-Local street names, locations, and geography.
MINIMUM QUALIFICATIONS (Cont.):

Ability to:
- Tactfully and courteously deal with fellow employees and the public.
- Perform difficult and responsible clerical work with speed and accuracy.
- Perform arithmetic calculations with accuracy.
- Work cooperatively with others.
- Prepare and maintain accurate and complete records and reports.
- Understand and carry our oral and written directions.
- Accurately input data into a computer.

Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. 1 year of office work involving data entry preferred.

PHYSICAL REQUIREMENTS:

1. Lifts plat books weighing in excess of 25 pounds.
2. Sits for prolonged periods of time.
3. Uses voice to communicate with radio and telephone.
4. Uses fingers and hands to type and write information and data.

Driving: NONE

See Human Resources for physical assessment form.