

## ***Humboldt Bay Municipal Water District***

### **CUSTOMER SERVICE AND ACCOUNTING ASSISTANT – A5**

#### **GENERAL PURPOSE**

Under general supervision, performs a variety of duties related to retail customer service and billing functions. Under general supervision also provides administrative, bookkeeping, payroll and accounts payable support.

#### **ESSENTIAL FUNCTIONS AND DUTIES**

##### **Customer Service Area:**

- 1) Answers telephone and greets the public and provides information on routine questions and directs complex or technical questions to appropriate staff members.
- 2) Takes and relays messages.
- 3) Serves as Customer Service Representative for the District's retail water function.
  - i) Processes account services such as meter ons/offers
  - ii) Generates and mails retail bills
  - iii) Responds to customer inquiries and performs analyses of water use and account activities as requested
  - iv) Works closely with the customer service field representative.
  - v) Accepts and posts payments to accounts in an accurate, timely manner

Prepares bank deposits. **Accounting/Bookkeeping Support:**

- 4) Supports and provides back-up to the Accounting and Human Resources positions in the following areas.
  - i) Payroll, including:
    - (1) Reviewing time cards
    - (2) Verifying payroll
    - (3) Preparing payroll and benefit checks
    - (4) Preparing payroll-related reports to PERS, and state and federal taxing agencies
  - ii) Accounting/bookkeeping functions using the District's automated accounting system (QuickBooks) in accordance with approved accounting policies and procedures for revenues, expenditures, capital, and reserves;
  - iii) Accounts payable function – preparing and processing payments to District creditors in accordance with approved policies and procedures;

- iv) Providing information and support to the auditor during the annual financial audit process.
- 5) Performs purchasing and routine contract functions including preparing and processing requisitions, and purchase orders.

**Other:**

- 6) Provides general administrative support, including
  - i) Researching, gathering, and organizing information from District records or other sources
  - ii) Preparing routine correspondence and reports
  - iii) Assisting with filing systems
- 7) Assists the General Manager and Superintendent in Emergency Operations Center (EOC) activities or other emergency events
- 8) Operates a variety of office equipment including: computer, copier, fax machine, document scanner; and document/information management systems;
- 9) Utilizes computer software such as word processing, database and spreadsheet applications to input and retrieve data, produce letters, reports, graphs and spreadsheets.

**REQUIRED KNOWLEDGE, SKILLS, and ABILITIES**

- 1) Ability to deal intelligently, tactfully and courteously with customers, the public, and District staff
- 2) Strong verbal communication skills, including reception and telephone skills
- 3) Written communication skills including the use of proper English, spelling, grammar and punctuation, and an ability to compose routine correspondence
- 4) Basic arithmetic skills
- 5) Utility billing system or related experience
- 6) Basic bookkeeping and/or accounting experience
- 7) Office methods and procedures, including filing, record keeping and reporting systems
- 8) Working knowledge of computers, including intermediate proficiency in Microsoft Office applications (Word, Excel, Access, PowerPoint and Outlook)

**REQUIRED TRAINING AND EXPERIENCE:**

Any combination of training and experience that provides the required knowledge and abilities is qualifying. A typical way to obtain the requisite knowledge and abilities would be:

- i. High school diploma or GED
- ii. Community College, technical or other course work relevant for position beneficial
- iii. Two-to-three years of experience in customer service, office administration or accounting and bookkeeping support functions sufficient to demonstrate the ability to perform the required duties and work in an independent manner

**SPECIAL REQUIREMENTS**

- i. Possession of a valid California's Driver's license issued by the State Department of Motor Vehicles. Proof of a good driving record, free from multiple or serious violations or accidents, and in accordance with any standards of the District's insurance carrier. Compliance with these requirements and established District vehicle operation standards are a condition of employment.
- ii. Must be able to qualify for fiduciary bonding.
- iii. Must be available to work evenings, weekends, or holidays in the event of an emergency or other significant operational requirement.

### **ESSENTIAL PHYSICAL ABILITIES**

Individuals selected for appointment to this position must pass a pre-employment medical examination paid for by the District. Because this position is **not** considered "safety sensitive" in nature, the person selected for appointment to this position will not be required to have a pre-employment drug screening. The medical examination is intended to evaluate the applicant's ability to meet the physical and health requirements for this classification.

A person employed in this position must be able to:

- i. Operate a variety of office equipment (telephone, computer, copier, fax machine, postage machine, etc.) ;
- ii. Understand and carry out oral and written directions;
- iii. Think critically to address customer service, accounting and administrative support tasks;
- iv. Communicate well with others both, verbally and in writing;
- v. Work cooperatively and get along well with customers, members of the public, and District staff;
- vi. Sit for extended periods of time;
- vii. Perform minor physical activities which involve bending, lifting and reaching;
- viii. Operate a motor vehicle.