

JOB DESCRIPTION ADMINISTRATIVE ASSISTANT

General Purpose:

Appointed full-time position which performs routine clerical, administrative, and data processing work in the area of Utility billing, Accounts Receivable, Accounts Payable, and Records Management. Collects receipts and processes customer inquiries. This position is responsible for maintaining records for water and wastewater customers which includes: meter readings, billing ledgers, payment posting, consumption history, etc. Assists all departments with administrative and clerical duties including, but not limited to typing, filing, word processing, spreadsheets, data entry, and retrieval.

Supervision Received:

Reports to the Clerk-Treasurer and works at his/her pleasure per IC 36-5-6-7.

Essential Duties and Responsibilities

Water/Wastewater Utilities

- Greet customers as they enter the Albion Town Hall and answer phone calls.
- Utility Billing and Records- Maintain water meter reading books, updating customer and meter information as required.
- Update utility billing system, requesting final readings and preparing final bills, as necessary, on change of ownership/residents.
- Prepare monthly water/sewer bills, including all required reports, prepare the bills for processing.
- Receive payments and enter into the cash register. Process payments- drop box, mail, ACH, credit/debit cards, and in person payments. Count and balance cash drawer on a daily basis.
- Collect and post receipts on a daily basis. Print required reports and prepare the daily deposit.
- Prepare and send disconnect notices to delinquent customers, document payment arrangements for past due customers.
- Receive telephone calls and citizen inquiries concerning utility billing and services and distribute messages to appropriate department.
- Maintain meter records and other data bases required to comply with State Board of Accounts.
- Schedule meter changes and provide schedule to Utility personnel.
- Check for high water usages, notify customers accordingly.
- Process adjustments for water leaks.
- Assist with meter reading by downloading/uploading customer account information between computer system and handhelds.
- Send out annual CCR reports (Per IDEM requirements)

Police Department:

- Collect payments on citations; maintain records of payments received. Post payments to computer system.
- Keep updated status of tickets per month/violations per month.
- Send notices regarding unpaid tickets and follow-up with Town Marshal.
- Update Case Logs
- Maintain high level of confidentiality.

Cemetery Department:

- Research cemetery records when applicable.
- Sell gravesites, document payments.
- Prepare cemetery deeds/transfers.
- Prepare information for grave openings/closings and monument "foundation" layouts.
- Coordinate and communicate funeral/interment information with cemetery and police personnel.

Parks Department:

- Maintain "KeepandShare" online Calendar for park pavilion reservations.
- Collect fees for pavilion rentals, camping, and dump station fees.
- Assist with calendars for practices and games for Baseball Leagues, etc.
- Distribute park rules, facility keys, obtain signed Indemnification forms, send confirmation letters.
- Track down facility keys that are not returned in a timely manner.
- Invoice vendors for Park Department annual banners.

Street Department:

- Report streetlight outages/problems to Street Department and/or AEP.
- Prepare Spring Clean-up flyers/mailings.
- Prepare and distribute Yard Waste Policy.

Other Miscellaneous Duties:

- Maintain office equipment and order supplies for all departments.
- Shipping/Receiving- Accepts UPS, FedEx, etc., packages and contacts appropriate department for distribution.
- Maintain "KeepandShare" online calendar for corner/parking lot vendors.
- Update employee and council contact list
- Answer over-the counter inquires/complaints; Refer to the appropriate official when necessary.
- Comply with public record requests.
- Assists all departments, and town manager with clerical and administrative needs- copying, filing, outgoing mail, etc.
- Inventory lists (collect annual updates and prepare master list).
- Prepare claims for payment to vendors.
- Prepare claims for petty cash. Balance/reconcile petty cash drawer.
- File all paid vendor claims.
- Prepare and distribute annual meeting lists for all town council, board, and commission meetings.
- Issue Garage/Yard Sale Permits.
- Other duties as assigned.

Desired Minimum Qualifications:

Graduation from a high school or GED equivalent required. Some college coursework completed in business, accounting, or related field preferred. Consideration made for specialized course work in general office practices such as typing, filing, computers, accounting and bookkeeping, and two (2) years of data entry or other office work experience, or any equivalent combination of related education and experience.

Necessary Knowledge, Skills and Abilities:

Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures. Ability to enter data accurately; ability to establish effective working relationships with employees and supervisors; ability to work efficiently; ability to work with the public. Must be a multi-tasker. Position requires individual to be bonded for \$15,000.

Tools and Equipment Used:

Computers, copy machine, postage meter, 10-key calculator, multi-line telephone system, email, Sensus meter reading software, Keystone Billing, Budget, and Payroll Software.

Physical Demands:

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. The employee must occasionally lift and/or move up to 30 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The primary environment is an office environment.

I affirm that I have read and understand the functions pertaining to this position and can perform these job duties with reasonable accommodations. I understand that by signing this form, this is not a contract of employment.

Signature

Date

Town of Albion Representative

Date