



**Job Title:** Assistant Office Manager

**Reports To:** Office Manager

**FLSA Status:** Non-Exempt

**Supervises:**

**Updated By:** Steve Anderson

**Updated:**

**Approved:**

**SUMMARY:** The Assistant Office Manager is responsible for assisting customers with billing inquiries and maintaining customer accounts. This position assists the office manager with their duties. This position is also the acting executive secretary of the District Superintendent.

RESPONSIBILITIES AND DUTIES include the following and other duties may be assigned.

1. Oversees and responsible for the utility billing operations.
2. Acts as receptionist, answer and assign incoming phone calls, and radio calls from District personnel. Relay information concerning reported or suspected problems to the appropriate individual and handles a variety of public questions and complaints.
3. Process connection permits, collect fees, issue permits and maintain records for each item listed.
4. Issues and updates sewer connection permits in paper and digital files.
5. Organizes payments for processing.
6. Provides customer service by assisting customers with billing items and questions.
7. Assist the office manager with their duties and responsibilities.
8. Perform secretarial duties as needed.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**1 Preferred Education and/or Experience**

2-year degree (college or technical school) in Business or Accounting or four years of work experience in a similar field. Preferred work experience with public entity or private business.

**2 Language and Skills**

Ability to read, and comprehension simple instruction, short correspondences, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the Iowa Great Lakes Sanitary District. Ability to communicate effectively with customers.

**3 Computer Skills**

Ability to operate Microsoft Office products including but not limited to, Word, Excel, Outlook and PowerPoint. Also have the ability to operate different billing and accounting software.

#### **4 Mathematical Skills**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to calculate rate, ratio and percentages and interpret bar graphs. General understanding of accounting calculations.

#### **5 Reasoning Ability**

Ability to define problems, collect data, establish facts and draw a valid conclusion. Ability to interpret and extensive variety of technical instruction and mathematical or diagram form and deal with several abstract and concrete variables.

#### **6 Other Skills, Abilities or Requirements**

- Ability to maintain confidential IGLSD and customer information.
- Ability to multi-task and prioritize job activities to achieve maximum overall results.
- Ability to work with various software and computers.
- Ability to adapt to changes to keep the billing process updates.
- Ability to be informative and professional when working with the public and employees.
- Must have maintain a valid driver's license while employed.
- Must live within the Boundaries of the Iowa Great Lakes Sanitary District

#### **7 CERTIFICATES, LICENSES, REGISTRATION**

None required.

**PHYSICAL DEMANDS** The physical demand described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disability to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit. The employee is required to stand, walk, climb, or balance, stoop, knee, crouch and crawl. The employee must be able to lift and move up to 20 pounds.

#### **8 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. This position may travel a couple of times per year to attend training or assist with verification of billing of properties.