



**Town of Long Beach, Indiana
POSITION DESCRIPTION**

TITLE: Water Department Office Manager

FLSA CLASSIFICATION: Non-exempt

JOB CLASSIFICATION: Regular Part-Time -32 hours/week

REPORTS TO: Town of Long Beach Water Board

EFFECTIVE DATE: 01/01/2021

SUMMARY/OBJECTIVE:

The Water Department Office Manager provides administrative, accounting, bookkeeping, and clerical support for the Town of Long Beach Water Department to facilitate the efficient operation of the municipal utility.

ESSENTIAL FUNCTIONS:

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

Office Duties:

- Answer Water Department Telephone calls
- Review Water Department Voicemail and Email messages and respond as needed
- Collect Water Department bill payments (mail and walk in)
- Prepare Water Department correspondence letters and notices
- Maintain Water Department customer account and operations files
- Prepare and label files for auditors
- Send Water Board meeting notices to members
- Prepare Water Board meeting agendas and financial report attachments
- Attend Water Board meetings and take meeting minutes
- Cross-trained to provide assistance to the Deputy Clerk/Administrative Assistant when needed.
- Recommends and implements process improvement opportunities through task analysis and automation.

Utility Billing Program:

- Balance meter billings and deposits
- Post checks and cash to utility cash receipting
- Prepare and make bank deposits

- Balance aged accounts
- Research aged accounts for collection or bad debts
- Research customer billing complaints, determine billing adjustments, credit refunds, or deposit adjustments.

Accounts Payable:

- Process invoices, post to A/P program and print checks
- Print invoice registers, check registers and vouchers

General Ledger:

- Post journal entries
- Post adjustments to meter billings
- Balance bank statements

EDUCATION, KNOWLEDGE AND EXPERIENCE:

- High school diploma or GED.
- Computer skills and knowledge of relevant software.
- Knowledge of operation of standard office equipment.
- Knowledge of accounting and office administrative procedures and systems such as bookkeeping, billing, filing and record keeping.

SKILLS AND ABILITIES:

- Problem assessment and problem solving
- Information gathering and information monitoring
- Attention to detail and accuracy
- Flexibility
- Adaptability
- Customer service orientation
- Teamwork

SUPERVISORY REPONSIBILITIES:

There are no supervisory responsibilities for this position.

TOOLS AND EQUIPMENT USED:

- computer
- calculator
- fax machine
- printer/scanner/copier
- telephone

WORK SCHEDULE:

Monday through Friday from 8:00 AM to 2:00 PM.

WORK ENVIRONMENT:

The workplace is usually quiet and occasionally noisy. Temperatures are normally regulated in the indoor environment and temperature extremes or outdoor activities not normally encountered.

PHYSICAL DEMANDS:

- sit
- use hands to finger, handle, feel or operate objects
- reach with hands and arms
- talk
- hear
- close vision and the ability to adjust focus
- stand,
- walk,
- climb
- kneel.

Reasonable accommodations may be made to enable individuals with disabilities to meet the physical demands.

TRAVEL REQUIRED OUTSIDE OF LONG BEACH

Not required

DISCLAIMER:

The duties listed above 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 logical assignment to 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 requirements of the job change.