

City of Monett
POSITION DESCRIPTION

Monjob8

Job Title: Administrative Assistant - Utilities
Department: Utilities
Salary Rane: January 2003
Immediate Supervisor: General Manager Utilities

ESSENTIAL FUNCTIONS

- I. Service Order Activities 50% of Time
 - A. Generates requests for shutoffs due to delinquency. Obtains reading for final bill. Places records in appropriate file.
 - B. Generates requests for re-connects as delinquency is paid. Notifies appropriate persons to re-connect.
 - C. Communicates with public as needed, assuring for professionalism.
 - D. Responds to requests by immediate supervisor in an accurate, complete and timely manner.
 - E. Generates service orders on all schedule Utilities jobs, and returns them on the system after completion, keeping record of all activities on customer accounts.
 - F. Takes all calls from customers on payment arrangements for delinquent bills.
 - G. Organizes and maintains the Utilities Department's filing system.

- II. Invoicing/Purchase Order Activities 30% of Time
 - A. Generates purchase orders for Utility and Mechanical Departments. Codes with appropriate Budget Code and obtains necessary authorization. Distributes to A/P Department to be paid in a timely manner when invoice is received.
 - B. Receives invoices and codes with appropriate Budget codes. Acquires authorization and distributes to A/P for timely payment.

- III. Specified Billing Related Activities..... 10% of Time
 - A. Maintains an awareness of billing expectations. Regularly, calculates the billings, assuring for accuracy.

- B. Generates industrial bills and prepares city billing of electric and water service for mailing, assuring for accuracy and timeliness.

IV. Miscellaneous10% of Time

- A. Unspecified miscellaneous duties as requested by General Manager.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor; subject to reasonable accommodations.

WORK ENVIRONMENT

- ◆ Average accessibility of all work sites required for the position.
- ◆ Average exposure to weather and temperature extremes.
- ◆ Average exposure to work safety hazards.
- ◆ Average amount of overtime/extended work hours required.
- ◆ Average exposure to dust.
- ◆ Average exposure to darkness.

PHYSICAL EFFORT

- ◆ Normal physical mobility: movement from place to place on the job, considering distance and speed.
- ◆ Normal physical agility: ability to maneuver body while in place.
- ◆ Normal physical strength to handle routine office materials and tools.
- ◆ Normal physical strength to handle 40 lb. objects, considering frequency.
- ◆ Normal dexterity of hands and fingers.
- ◆ Normal physical balance: ability to maintain balance and physical control.
- ◆ Normal coordination, including eye/hand, hand/foot, etc.
- ◆ Normal endurance.

KNOWLEDGE REQUIREMENTS

- ◆ Completed high school diploma or equivalent.
- ◆ Proficiency with office equipment and computer.
- ◆ Ability to work with people in person and on the phone.
- ◆ Proficiency in Microsoft Excel and Word.

MENTAL EFFORT

- ◆ Normal concentration/intensity: prolonged mental effort with limited opportunity for breaks.
- ◆ Average memory, considering the amount and type of information.
- ◆ Normal complexity of decision making.
- ◆ Normal time pressure of decision making.
- ◆ Normal analytical thinking.
- ◆ Normal conceptual thinking.

COMMUNICATION

- ◆ Above-Average verbal communication.
- ◆ Above-Average written communication.

SENSORY ABILITIES

- ◆ Normal ability to see.
- ◆ Normal ability to distinguish colors.
- ◆ Normal ability to hear.
- ◆ Normal ability to smell.