

Title: Administrator / Billing Assistant for Water Utility	Reports to: Manager
Date Created: September 7, 2023	Approved by: Manager
Date Modified: September 7, 2023	FLSA Status: Non-Exempt/Hourly

DESCRIPTION
<p>The Fox Chapel Authority will be hiring an Administrator / Billing Assistant with the primary responsibility of taking over an administrative role. The candidate will also be trained to provide backup to in-office roles for billing and payroll.</p> <p><i>*Salary will be commensurate based on experience. Please submit salary expectations with the job application.</i></p>

ESSENTIAL FUNCTIONS
<i>These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position.</i>
Primary Responsibility
<p>Provide administrative functions that include, but are not limited to:</p> <ul style="list-style-type: none"> • Reception is by phone or in person – refers calls, supplies routine information, answers inquiries, and supplies standard answers. • Preparing form letters, simple memoranda, labels, routine publications, and correspondence related to utility functions. • Maintain alphabetical, numerical, or subject files. • Use software such as MS Word, Excel, etc., to generate tables, charts, memos, reports, correspondence, and other material. • Performs functions related to billing, payroll, cash deposits, etc. to support financial responsibilities on a daily/weekly/monthly/quarterly basis. • Scheduling utility-related work, processing field work orders, and working with the scheduling and meter reading team. • Assumes responsibilities for other duties as assigned.
Additional Responsibilities
<p>The incumbent will be expected to take an active backup role in other duties with the Fox Chapel Authority that include, but are not limited to:</p> <ul style="list-style-type: none"> • Provide backup support for billing of water utility customers to ensure accurate billing, reporting, meter reading, etc. during times of vacation, leave, employee absence, etc. • Provide backup support for company payroll and billing functions, as needed, during times of vacation, leave, employee absence, etc.

Minimum Qualifications
<p>High School Diploma and three (3) years' experience in an office environment providing utility billing and customer service. Associate degree preferred.</p> <p><i>A comparable amount of education, training, or experience may be substituted for the minimum qualifications.</i></p>

Minimum Requirements
Knowledge of Business English, spelling, punctuation, and general office processes.
Knowledge of MS Office, Excel, Outlook, Word is required.
Skilled in the operation of a personal computer and other office equipment.
Must have excellent verbal and written communication skills, and excellent customer service skills.
Ability to communicate effectively with utility customers by telephone.
Understand pertinent procedures and functions quickly and use good judgment in interpreting and applying them to a variety of circumstances under moderate supervision; analyze and evaluate data; maintain accurate records; speak clearly and concisely.
Department-specific training per position may be required.

Additional Requirements
Although not required, working knowledge of Diversified Utility Billing Software, AccountMate Accounting Software, or similar municipal billing software, and Sensus/Flexnet Meter Reading Software will be considered.

Working Environment
This is a typical office-type environment with business casual attire. Customer interaction is to be expected. Currently, this position is considered on-site full-time.
Benefits include: <ul style="list-style-type: none">• Health, Dental, and Vision• Company Contributed Defined Compensation Plan• Vacation Time• Sick Time• Paid Holidays• Paid Personal Days• Company Paid Life, AD&D, Short-Term Disability• Bereavement