

Village of Taos Ski Valley

Job Description

Job Title:	Administrative Assistant/Utility Billing Clerk	Job Code:	115
Division:	Administration	Effective Date:	06/01
Department:	Administration	Last Revised:	05/24

GENERAL PURPOSE

Performs a variety of **working level, complex clerical duties** as needed to expedite various day-to-day functions of the village, including customer service, clerical support, utility billing, accounts receivable, accounts payable and records archiving.

SUPERVISION RECEIVED

Works under the general supervision of the Village Clerk and Finance Director

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS (Performs Some Or All Of The Following)

Utility Billing: Performs day-to-day utility account maintenance; enters new accounts and monitors accuracy of established account information including addresses, property owners, etc., connections, surcharges, etc.; downloads monthly meter readings and records utilization and account activity; prepares monthly utility billing statements for various municipal services including water, sewer and waste collection; mails billing statements; monitors account activity to assure accuracy of billing statements; makes account adjustments as needed; receives and receipts account payments and posts payments to individual accounts; monitors account balances and apprises customers of outstanding obligations; prepares revenue deposits and makes on-line deposits; initiates legal action against delinquent accounts, places liens on properties or releases liens when obligations are satisfied.

Participates in the analysis and determination of water/sewer rates; reviews historical patters for use, determines peak usage and demand and assists in calculating rates, charges and fees needed to be assessed utility customers to cover budgeted costs of services and operations.

Customer Service: Performs as initial point of contact with the general public and customers; answers phone calls and receives walk-in public, responds to inquiries and provides information related to Village operations, practices, procedures, regulations, etc.; directs callers to appropriate Village staff; may coordinate or set meeting appointments; distributes local maps, provides copies of ordinances, etc.; sells and issues animal licenses.

Email Monitoring: Monitors village email activity; reviews emails to eliminate spam and prevent bugs and worms from infecting village computer system; forwards business related emails to appropriate village employees; utilizes email system to initiate correspondence with customers related to account activity and actions.

Accounts Payable: Receives and enters requisition and purchase order information.

Clerical Support: Performs various mailing functions; conducts promotional mailings, receives and sorts incoming mail; distributes mail to appropriate staff; conducts special mailings via UPS, FedEx as needed.

Provides general office support related to document preparation, organizing and filing; provides secretarial support to village departments, i.e. public works, law enforcement and building and planning; may transcribe or compose letters or prepare official correspondence from the village.

Assures availability of office supplies; establishes vendor relationships and purchase office supplies; monitors maintenance schedules for office equipment, performs routine maintenance or schedules maintenance technicians as needed for phone system, office equipment, copy machines, etc.; coordinates office cleaning.

Assists in the preparation of council and committee meeting packets; copies, binds and distributes to council and committee members and village staff; posts public notices announcing various meetings, schedules and agenda; posts and mails village "RFP's" to selected vendors and follows established guidelines for issuing public notices; keeps current with original office copy notebooks for council meetings.

Assists with the archiving of village files, records, and documents; assures proper boxing and storage.

Utility Billing & Accounting: Mails billing statements; records surcharge and interceptor payments into a spreadsheet.

May assist in receiving and entering purchase order information; receives and processes invoices and claims for payment; enters invoice information; compares invoices with purchase orders and reconciles the same; makes adjustments in account entries to balance purchase orders with actual expenditures.

Participates in the recording of Lodger's Tax information; records payments, processes information, creates and maintains account files; issues notices to accounts regarding late payments, etc.

Prepares purchase orders for various departments; makes travel and meeting reservations for village staff related to workshops, seminars, etc. Completes travel documents.

Payroll: Performs related duties as required

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from high school; plus, six months (6 mo.) of training related to bookkeeping, accounting, or related field;

AND

B. Four (4) years of responsible experience related to above duties; preferably in governmental accounting;

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OR

C. An equivalent combination of education or experience.

2. Knowledge, Skills, and Abilities:

Some knowledge of general office maintenance and practices; bookkeeping and general accounting techniques most appropriate to computerized systems; personal computer operations and applications including word processing and spread sheets; laws and regulations governing accounting responsibility; operation of standard office equipment; mathematics and general statistics; interpersonal communication skills and telephone etiquette; public relations; generally accepted government accounting principles practices and procedures; internal control principles and methods of application.

Skill in establishing and maintaining effective working relationships with vendors, local officials, elected officials, co-workers, and village residents; the operation of PC Computer, calculator, fax machine, copy machine, telephone.

Ability to work under pressure and/or with frequent interruptions; meet deadlines; solve routine records keeping problems; operate various types of standard office equipment such as typewriter, 10 key calculator, keyboard, etc.; operate personal computer (windows) in utilizing various programs to produce or compose formal documents, reports and records; communicate effectively verbally and in writing; develop effective working relationships with executive management, elected officials, supervisors, fellow employees, and the public.

3. Special Qualifications:

None.

4. Work Environment:

Typical office setting with typical climate controls. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, occasionally involving muscular strain. Employee may be required to lift and/or move up to 10 pounds and must occasionally lift and/or move up to 50 pounds. Job functions normally require talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving.

The administrative assistant is a regular part-time, 30 hours per week position.

The job description does not constitute an employment agreement between the Village and employee and is subject to change by the Village as the needs of the Village and requirements of the job change. Employee Signature: _____ Date: _____