

DRACUT WATER SUPPLY DISTRICT

JOB DESCRIPTION

JOB TITLE: Office Assistant

REPORTS TO: Superintendent & Office Manager

FLSA STATUS: Full Time Hourly

GENERAL DESCRIPTION OF POSITION:

The position consists of skilled clerical and administrative work in connection with the operation and maintenance of the water supply and distribution system. Excellent communication skills required for frequent contact with the public at the counter and on the telephone.

QUALIFICATIONS:

- **Education:** High School Diploma.
- **Experience:** 1-3 years' experience in a similar clerical or administrative position.
- **Computer Literacy:** Proficient in modern word processing, spreadsheet, database, and accounting softwares. Must type a minimum of 30 wpm.
- **Language:** Ability to read and interpret common technical literature and legal documents. Ability to comprehend and respond to inquiries or complaints from customers, regulatory agencies, and members of the Dracut Water Commission. Thorough knowledge of business English, spelling and arithmetic.

ESSENTIAL DUTIES: The essential functions or duties listed below are intended only as illustration 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 work is similar, related, or a logical assignment to the position.

- Receive and process customer payments.
- Receive, sort and distribute mail.
- Answer multi line phone and appropriately direct the call.
- Assist in researching billing inquiries.
- Assist in data entry and accuracy checks for meter reading and billing.
- Assist with collection of delinquent accounts.
- Schedule appointments for meter replacements, final read or general customer service issues.
- Proof read, file and retrieve documents.
- Type forms, statements, letters, reports, permits or other material from copy, rough draft or general instructions.
- Respond to inquiries or complaints from customers and members of the Dracut Water Commission.

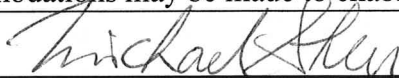
SUPERVISORY RESPONSIBILITIES: None.

WORK ENVIRONMENT:

- **Schedule:** Minimum 40 hours, Monday - Wednesday 8:00 am-4:30 pm, Thursday 8:00 am-7:00pm, Friday 8:00am-1:30pm. Some weeknight and weekend work may be required.
- **Physical Demands:** Primarily sedentary work. Required to sit, walk, bend, and reach throughout a work shift.
- **Conditions:** Common indoor office environment.

Reasonable accommodations may be made to enable individuals with disabilities.

APPROVED BY:



DATE:

4/28/2021