

# JOB DESCRIPTION



JOB IDENTIFICATION			
<i>Job Title:</i>	CSR-Data Control-Admin Asst.	<i>Pay Grade:</i>	EAP-06
<i>Department:</i>	Utilities-Administration	<i>FLSA Status:</i>	Non-Exempt
<i>Location:</i>	Utilities Building	<i>Reports to Position:</i>	Office Manager
<i>Effective Date:</i>	July 26, 2021		

**JOB SUMMARY**

Under general supervision assists with administrative duties and operating practices to promote efficiency; researches and resolves customer complaints; serves as a liaison in the absence of the office manager; distributes correspondence of memos and other departmental information as directed within the utility department; prepares monthly invoices for outside contractors and waste haulers; receives sorts and distributes daily mail; prepares certified mailings and reports NSF documents and provides information to the DA office; works closely with the Administrative Coordinator to provide monthly statistical for reporting to the office manager. Maintains tracking of employee evaluations, accident reporting, verifies employee time off balances; assists in preparing bi-weekly payroll and serves as resource person to provide information regarding policies in reference to payroll issues; assists in maintaining payroll records for all divisions of the Utilities Department

- ESSENTIAL JOB DUTIES AND/RESPONSIBILITIES**
- The following duties are normal for this position. The omission of specific statement of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required, assigned and expected aside from those set forth below to address operational needs and changing operational practices.
- Prepare monthly staff meeting minutes
  - Prepare invoices
  - Prepare NSF certified mailing
  - Assists in preparation of bi-weekly payroll
  - Researches customer complaints and makes adjustment as necessary
  - Generate service orders

- Follows up on garbage complaints with contracted provider
- Providing visitors and callers with information
- Maintain personnel, accounting and customer files
- Receive, sort and distribute incoming mail
- Oversight of postage funds
- Assists customer inquiries both in person and over the phone
- Prepare NSF mailings
- Provide CSR support in various areas of the department when needed

## **QUALIFICATIONS**

### **Education and Experience Guidelines**

Any combination of education and experience that would like provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities required for this position would be:

#### **Education and Training**

High School Diploma or GED required

#### **Experience**

Office experience in bookkeeping, cashiering or related field

#### **Licenses or Certification Required**

N/A

The following generally describes the knowledge and abilities required in order to successfully perform the assigned duties of the position:

#### **Knowledge of:**

- The use, operation and capabilities of office equipment
- Specialized programs used to process and mail bills as well generating special reports
- Customer accounts and billing processes

#### **Ability to:**

- Read and comprehend procedures, regulations and related documents of moderate complexity
- Write to prepare forms, records, narrative reports, schedules and similar documents
- Add, subtract, multiply and divide to perform calculations of numbers including decimals and percentages
- Clearly and respectfully communicate both in person and over the phone
- Work in constant state of alertness and in a safe manner

## PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. In compliance with the Americans with Disabilities Act, the City encourages both prospective and current employees to discuss potential accommodation needed to perform the essential duties of this position.

**Environment:** Work location will indoors

**Physical Demands:** See accompanying page for details

**Key Working Relationships:** Utility customers, Utilities Office Manager and Administrative Coordinator, Utilities CSRs, Utilities Director

## APPROVAL/ACKNOWLEDGEMENT

\_\_\_\_\_  
Department Head

Library Director

Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Director

HR Director

Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
City Manager

City Manager

Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Incumbent Employee Printed Name and Signature

\_\_\_\_\_  
Date

# PHYSICAL REQUIREMENTS – CSR/Data Control/Administrative Assistant

Rare  
0%-10%  
of the time

Occasional  
11%-33%  
of the time

Frequent  
34%-66%  
of the time

Continuous  
67%-100%  
of the time

Rare  
0%-10%  
of the time

Occasional  
11%-33%  
of the time

Frequent  
34%-66%  
of the time

Continuous  
67%-100%  
of the time

LIFT/CARRY				
1-10 lbs	X			
11-20 lbs	X			
21-50 lbs	X			
51-75 lbs	X			
76-100 lbs	X			

EQUIPMENT USE & OPERATION				
Motor Vehicle	X			
Heavy Equipment (Backhoe, dump truck)	X			
Large Apparatus (Fire Truck, Street Sweeper)	X			
Small Equipment (Mower)	X			
Handheld tool/equipment (tamps, weed eaters, shovel)	X			

PUSH/PULL				
1-10 lbs	X			
11-20 lbs	X			
21-50 lbs	X			
51-75 lbs	X			
76-100 lbs	X			

WORK WITH/NEAR				
Machinery	X			
Electricity	X			
Power Tools	X			
Impact Tools	X			
Chemicals	X			
Fumes	X			
Heights	X			

MOVEMENT				
Bend/Stoop/ Twist	X			
Crouch/ Squat	X			
Kneel/Crawl	X			
Reach Above Shoulders	X			
Reach Below Shoulders	X			
Repetitive Arm Use	X			
Repetitive Wrist Use			X	
<b>Repetitive Hand Use</b>				
a) grasping	X			
b) squeezing	X			
Climb Stairs/Ladder	X			
Uneven Walking Surface	X			
Even Walking Surface		X		

ENVIRONMENT				
Indoors				X
Outdoors	X			
Extreme Heat	X			
Extreme Cold	X			
Dusty	X			
Excessive Noise	X			
Other (explain)	X			

ENDURANCE		
Task	Hours at One Time	Total Hours in an 8 Hour Day
Sit	3	8
Stand	1	3
Walk	1	1

**Additional Considerations (including clarification of any of the above)**

HEARING/VISION/DEXTERITY			
	N/A	AVERAGE	LOW
Hearing Acuity		X	
Visual Acuity		X	
Manual dexterity		X	