

MIDWAY HEIGHTS COUNTY WATER DISTRICT

JOB SPECIFICATION FOR OFFICE MANAGER

DEFINITION:

Under the direction of the General Manager, the Office Manager performs a wide variety of administrative, technical and accounting duties including budget preparation and administration, accounts receivable, accounts payable, payroll, financial reporting, and utility billing; supports District human resources activities; and provides customer service.

EXAMPLES OF DUTIES - The following duties are typical for this classification. Incumbents may not perform all the listed duties or may be required to perform duties not listed here.

- Participates in District financial management and reporting functions, ensuring accuracy and compliance with District policies and procedures.
- Manages accounts receivable and accounts payable.
- Assists with the collection of information for the annual budget.
- Prepares a variety of complex correspondences and technical reports, as directed by the General Manager.
- Performs human resources support activities including oversight of compensation and benefits, employee relations, payroll and legal compliance.
- Prepares utility bills; receives, researches, and resolves customer service inquiries including explaining bills; processes payments and refunds.
- Reviews financial reports and statements for accuracy.
- Develops and distributes information regarding office support policies and procedures.
- Establishes and maintains District records and files.
- Procures goods and services for the District, serving the needs of both office and field operations, under the guidelines and constraints of the established District policies and procedures; solicits bids for goods and services when required.
- Serves as back up to the Assistant to the General Manager, as required.
- Answers and responds to telephone calls and emails to the District office.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

- Practices, methods, and terminology used in financial and statistical record keeping.
- Principles of routine analytical research.
- Federal, State, and local laws and regulations regarding District administrative operations.
- Principles and practices of effective administration of support functions.
- Filing methods and recordkeeping systems.
- Principles and practices of financial reporting.

- Basic mathematics.
- Correct English usage, spelling, grammar and punctuation.
- Policy and procedure development.
- Technical report writing.
- Principles and practices of personnel administration.
- Principles and practices of customer service.
- Modern office practices, computer systems and software applications related to management support, administrative functions, billing, and accounting (MS Word, Excel, Continental Accounting and Billing).

Ability to:

- Independently and accurately support the financial activities of the District.
- Interpret, analyze, and apply Federal, State, and local laws and regulation pertaining to the administration of office support functions.
- Respond to and assist in resolving difficult and/or sensitive inquiries related to financial accounting and utility billing records and processes.
- Analyze situations and make sound recommendations in support of District goals.
- Develop and implement policies and procedures relating to District office support functions.
- Organize data, maintain records, and prepare reports.
- Review and comprehend technical financial information.
- Communicate effectively, both orally and in writing.
- Use computers, applicable software, and standard office equipment in the performance of job duties.
- Identify and effectively train subordinate staff.
- Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public.

Physical Demands of the Job:

- Ability to physically perform work typical of an office environment, including sitting for extended periods, typing/data entry, simple reaching, grasping, bending, fine manipulation, and lifting up to twenty pounds weight.
- Communicates orally with District management, District board members, co-workers, and the public in face-to-face, one-to-one and group settings.
- Mobility, vision, and hearing sufficient to successfully perform all aspects of the required work.
- Regularly uses a telephone for communication.
- Uses office equipment such as computer terminals, copiers, and FAX machines.

Desirable Qualifications:

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five years of financial office support experience in a supervisory role in a public agency, preferably in a municipal water district.

Education: Equivalent to a Bachelor's Degree from an accredited college or university in accounting, business administration, or closely related field is highly desirable.