

BANGOR WATER

POSITION DESCRIPTION

JOB TITLE: Office Manager

DEPT: Customer Service

JOB TYPE: Full-time employee, salaried

Wage range is \$46,000 - \$64,500 depending on qualifications and experience
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GENERAL DESCRIPTION: Supervises and manages billing, collections, customer service, and other office functions. Provides clerical support for the District.

DUTIES:

Manages scheduling of assigned office personnel to meet District needs. Participates in hiring, evaluating and disciplining assigned personnel. Acts as office liaison with other District departments.

Supervises department to ensure billing, accounts receivable, and collections are done in timely, accurate manner and in conformance with District and Maine Public Utilities Commission (MPUC) requirements. Participates daily in customer service functions, and performs necessary functions of Billing Clerk and Office Assistant in their absence.

Manages service truck scheduling in conjunction with Service Manager. Reviews and distributes related paperwork as appropriate, and posts meter information to meter database. Manages meter database.

Reviews billing information for problem accounts, meter changes, and analysis of rates and consumption. Reviews payment and collection information for problems accounts and customer issues. Performs month-end and year-to-date reconciliation and reports for billing and for payments. Maintains front office procedure manuals. Finalizes and files annual MPUC Consumer Assistance Division report.

Manages staff response to inquiries and customer concerns by answering questions, explaining District policies and practices, and investigating issues.

Prepares correspondence, letters, forms, reports, meeting materials, and related documents. Copies, distributes and/or files completed documents, as required. Ensures daily incoming and outgoing mail is dispatched.

Ensures cash register reconciliation is completed. Prepares deposits and manages petty cash. Monitors and orders office supplies and forms; recommends purchases of office equipment. Manages landline phone system.

Contacts Board members and attends meetings as required for record-keeping. Prepares monthly progress report for Board packet. Maintains Trustee Information and Policy Manual. Acts as liaison with sewer department, other City departments, MPUC's CAD division, and other entities as required.

Prepares annual newsletter and Board of Trustees' annual report for approval. Maintains District website and Facebook page.

Assists with cross-connection program; manages related paper and electronic databases, and issues late/disconnection notices as required. Receives and responds to questions regarding cross-connection program, and refers as necessary to the Service Manager.

Assists with HR paperwork as directed (seniority list, phone lists, evaluation forms, interview scheduling, handbook and policy updates).

Performs related duties and special projects as assigned.

REQUIREMENTS:

Education: Associate's degree in business management or the equivalent preferred.

Experience: Three to five years progressively responsible related office management, demonstrated supervisory or management experience. Two years water or wastewater experience or similar public sector experience preferred.

Licenses: None required

Skills and Knowledge: Knowledge of office administration and clerical requirements, computerized billing and accounts payable/receivable. Familiarity with Microsoft Word, Excel, and Access.

Knowledge of and ability to implement standard department procedures. Knowledge of related local and state rules, regulations and service guidelines, and ability to apply such guidelines to a variety of specific assignment and department tasks.

Knowledge of standard office practices and ability to use office equipment, including computer and printer, fax machine, scanner, word processor, calculator, copier, postage machine, and telephone. Knowledge of English grammar, spelling and punctuation, and ability to type with speed and accuracy. Knowledge of standard filing systems, and ability to create and maintain accurate records and files.

Ability to deal with co-workers, customers, and members of the general public in a courteous, effective, and tactful manner.

Knowledge of and ability to implement standard District procedures, and Maine Public Utilities Commission regulations pertaining to billing and service issues.

RESPONSIBILITIES:

Performs a variety of duties, operating within the established practices and procedures of the District, exercising discretion and independent judgment in selecting the appropriate approaches and methods to achieve desired results.

Operates under general guidelines and instructions, and performs majority of tasks according to standard District practices and procedures, with work reviewed both during critical phases and upon completion for accuracy and conformance with directions.

PERSONAL WORK RELATIONSHIPS:

Supervises: Billing Clerk, Office Assistant, other assigned personnel

Reports to: General Manager

Maintains frequent contact with department superiors and associates, representatives of other government jurisdictions, and members of the general public for a variety of purposes, including receiving daily assignments, assuring the proper accomplishments of duties and departmental services, and explanation of department policies and procedures.

WORK ENVIRONMENT:

Work location: 614 State St., Bangor, ME

Performs duties in office environment, with no unusual physical demands.