

## BELFAST WATER DISTRICT

### PART-TIME OFFICE CLERK JOB DESCRIPTION

The Office Clerk position for the Belfast Water District is a part-time (18 hours per week) professional position involving the responsible, effective and efficient operation of the District's office. This is an hourly position and is responsible to the Office Manager. The Office Clerk will be required to be available for office coverage for vacation days, sick days, and when the extra help is needed. The individual must be self-motivated, have a cooperative team spirit and be safety oriented. The Office Clerk shall perform his or her duties in a professional manner, foster good morale among co-workers and maintain good housekeeping procedures.

#### **General Responsibilities:**

Assist the office staff with a wide range of functions of the office including but not limited to the following: data entry, typing, filing, record keeping, copying/scanning documents, maintaining customer accounts, sorting mail, processing payments and preparing deposits, customer service, create water service orders, and other office functions as assigned. Assist with accounts receivable, accounts payable, payroll, billing, collections, bookkeeping, and other clerical office duties.

#### **Duties:**

Receive customer inquiries and complaints, both by telephone and in person, answer questions, thoroughly document all communications for future reference and explain District policies and practices. Assist customers in initiating and terminating water service by providing information and assisting in the completion of forms. Maintain customer service accounts accordingly. Receive and receipt customer payments for bills, disconnection notices, deposits and related charges.

Serve as a backup to the office staff as needed or directed.

Perform other duties as assigned.

Perform duties with a high degree of accuracy and attention to detail in all aspects of the position and ability to multi-task.

#### **Responsibilities:**

Performs a variety of duties, operating within 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 the 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.

#### **Essential Job Requirements:**

Ability to speak with customers, members of the public, staff, and others in person and by telephone; note, input, retrieve and manipulate data accurately; operate basic office equipment; comprehend mathematical calculations and regulatory standards. Possess strong organizational and communication skills as well as conscientious of completing assignments in a timely manner and mindful of deadlines.

#### **Training and Experience:**

Experience in bookkeeping and accounting, Microsoft Word, Excel and Outlook, and contact with the public. Graduation from high school or equivalent supplemented by courses in bookkeeping and general business subjects or experience and training in office practices and procedures.