

BUTLER AREA SEWER AUTHORITY

JOB TITLE:

OFFICE CLERK II

PRIMARY DUTIES:

General duties and responsibilities include a variety of administrative tasks, such as answering telephones, excellent customer service, receipting of payments, typing or word processing, creating and maintaining excel spreadsheets, and running office equipment. Other primary duties include general bookkeeping responsibilities, a working knowledge of the accounting software package, and administrative support to the Realty Program, including but not limited to the following:

- General working knowledge and understanding of the Authority's accounting software and applicable bookkeeping topics to include the following areas:
 - Utility Billing – Serve in the capacity as a back-up for monthly and quarterly utility billing to compile, append, and prepare data for invoicing; generate, print, and mail billings
 - Process utility payments (including electronically-scanned check deposits), reconcile receipts, create deposit tickets and deposit receipts
 - Accurately collect, count, disburse money, and balance a cash drawer
 - Assist in the collection of delinquent bills, including assisting in the preparation of lien, water shut-off, tax sale, and sheriff sale letters
- Answer telephones, direct calls, and take messages
- Customer assistance at the counter, drive-thru, and by telephone
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, and address complaints
- Review files, records, and system maps to obtain information to respond to verbal or written requests
- Sort and route incoming mail and prepare outgoing mail
- Maintain and update manual property files and electronic account records
- Assist Realty Program relative to scheduling, correspondence, and filing
- Generate and forward written responses for “no lien” letter inquiries
- Generate, forward and log sewer call reports
- Prepare sewer permits for new or reconstructed connections
- Operate office machines, such as photocopiers and scanners, postage meters, facsimile machines, telephone and voice mail systems, and personal computers
- Maintain security of confidential customer information
- Follow security procedures for opening and closing the office as well as monitoring access to the plant through the main gate
- Assist in the delivery of Board meeting packages
- Occasionally deliver messages and run errands
- Maintain neat and organized clerical, front office, and file room workspaces

QUALIFICATIONS:

Minimum of a high school education (or GED), and five years in a professional office setting; preference is for someone with a college or technical degree; proficient bookkeeping and computer skills. Excellent customer service and organizational abilities are required. Must be able to work independently and demonstrate an attention to detail. Must be able to determine work flow priorities and work efficiently in a busy office environment with frequent distractions. A valid PA driver's license is required.

NORMAL WORK SCHEDULE:

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| MONDAY | 8:00 A.M. to 4:00 P.M. * |
| TUESDAY | 8:00 A.M. to 4:00 P.M. * |
| WEDNESDAY | 8:00 A.M. to 4:00 P.M. * |
| THURSDAY | 8:00 A.M. to 4:00 P.M. * |
| FRIDAY | 8:00 A.M. to 4:00 P.M. * |
| SATURDAY, SUNDAY | OFF |

* ½-HOUR PAID LUNCH BREAK (On premises; generally at 12:00 Noon)