

1.1 Office Manager

1.1.1 General Job Description

The **Office Manager**, under supervision by the **General Manager**, provides office administrative and accounting support to the **General Manager** and the **Board of Directors** as well as assisting other employees in all areas of operations, human resources and administration.

1.1.2 Qualifications

Minimum qualifications are graduation from high school plus several years of clerical, customer service, financial record keeping and payroll experience. Position requires that the holder possess a valid California driver's license. Position requires a high level of computer proficiency in word processing, accounting, spreadsheets and customer management systems. Information technology experience with computer hardware and software is desirable. A college degree or certification in engineering, accounting, business or management is preferred. An interest in learning and participating in field operations is desirable.

1.1.3 Required Skills

Position requires a variety of skills to perform routine to difficult clerical work in the preparation and maintenance of financial, accounting and statistical records; requires the use of a computer to prepare, edit and print varied written materials; may be required to transcribe material from voice to text. Employee may be assigned to handle confidential matters and special projects.

1.1.4 Managerial Responsibilities

Managerial functions include supervising the **Administrative Assistant** and providing oversight of the general office functions and records.

1.1.5 Customer Service Responsibilities

Customer service functions include greeting visitors in person and on the telephone, processing mail and email, and performing other regular office functions including filing and ordering office supplies; setting up new accounts, processing customer requests to discontinue water service, answering general customer inquiries; processing payments, preparing bank deposits, processing billing and late charges, following up on delinquent accounts, and maintaining customer service records.

1.1.6 Accounting Responsibilities

Accounting functions include making entries in the District's accounting system, preparing financial reports and reconciling bank statements.

1.1.7 Examples of Duties

The duties listed below are intended only as illustrations of the various types of work that may be performed.

- 1.2.7.1 Adhere to the District's policies and procedures as well as maintain compliance with regulatory and state/federal requirements and the District's contracts and agreements.
- 1.2.7.2 Meet with the General Manager to review activities and functions.
- 1.2.7.3 Schedule meetings and maintain calendars for staff.
- 1.2.7.4 Assist in the preparation of agendas and meeting documents for the Board of Directors.

- 1.2.7.5 Prepare and submit payroll.
- 1.2.7.6 Prepare monthly water billing.
- 1.2.7.7 Pick up mail and payments from drop boxes and provide various courier functions.
- 1.2.7.8 Enter customer payments, accounts receivable and accounts payable in accounting system and customer information system.
- 1.2.7.9 Print Accounts Payable checks.
- 1.2.7.10 Prepare and submit water quality and other reports to regulatory agencies.
- 1.2.7.11 Schedule and coordinate customer work orders with field staff.
- 1.2.7.12 Order, maintain inventories, and reconcile purchases of office supplies, materials and special purchases related to department operations.
- 1.2.7.13 Receive telephone calls, take and forward messages, refer callers to appropriate staff, and respond to requests for information and assistance from customers, vendors and regulatory agencies.