

Position Title

Administrative Services Manager

Position Description:

Pay Range

Hourly, \$30 - \$39/hour Depending on Experience:

Non-exempt

Average Weekly Hours: 20 – 25, overtime eligible beyond 40 hours in a 7-day period with Board approval

Nature of Work

The work involves performing a variety of clerical, research, and data entry functions, requiring strong organizational and technical skills. Additionally, the position acts as Community Services District (District) Receptionist and is responsible for providing excellent customer service to members of the community. This position involves public contact, excellent communication, interpersonal skills, customer service, independent judgment and professionalism. This is a part-time job, consisting of approximately 20 – 25 hours per week on average.

Supervision Received/Exercised

The position works under the supervision of the Big Pine Community Services District Board.

Essential Duties

The position candidate must be able to successfully perform and is responsible for the fulfillment of the following essential job functions and duties:

1. Acts as the District Receptionist.

This position provides excellent external customer services by greeting the public, both in person at District office and on the phone; responds to public inquiries and disseminates information, both written and verbal, to District residents and other entities.

- Answers District resident complaints professionally and carefully and informs others, or forwards to appropriate party
- Follows up on inquiries and complaints in a consistent and timely manner
- Must work with the District Board to establish a schedule that provides regular open office hours for at least 6 hours per week
- Prepares all documents and reports necessary for the monthly board meetings.
- Attends and records minutes for all District Board meetings
- Completes necessary correspondence, prepares authorizations for payments
- Maintains up-to-date files and records in cooperation with the Inyo County Auditor and Tax-Collector's offices and any other secretarial or bookkeeping duties necessary for the administration of the wastewater collection and treatment system and the water distribution system.
- Retrieves, processes, and distributes mail on a weekly basis



2. Serves as Accounts Received/Payable Clerk.

Responsibilities include communicating with District residents, processing water/sewer billings, collections, and deposits.

- Answers questions regarding simple water/sewer issues
 - Prepares and mails out bi-monthly billing statements by inputting meter reads.
 - Makes regular bank deposits in accordance with County policies
 - Writes cash receipts
 - Manages accounts, billing, and payments in the dedicated water/sewer software system
3. Manages budgets, reports, correspondence, and any project requirements as directed by the Board
 - Reconciles the four main District budgets (e.g. Water, Sewer, Water ACO, Sewer ACO) and any special budgets (e.g. grants, etc.) each month for the Board to review at the monthly meetings.
 - Develops annual budgets for the four main District budgets for Board approval.
 - Creates project reports on an as-needed basis.
 - Reports monthly correspondence received by the District to the Board and develops any outgoing correspondence needed.
 - May attend virtual meetings
 4. Manages regular information updates on the District's website and social media platforms for the District to increase community awareness.
 - Posts updates and news items as directed by the District Board to the District website and social media page(s) keeping an informative presence related to the District's ongoing projects and related business.
 5. Receives all resident complaints and works to resolve each matter in a professional manner.
 - Posts updates and news items as directed by the District Board to the District website and social media be brought before the Board at the monthly meeting.
 6. Inventories and orders office and janitorial supplies for District needs.
 7. Provides administrative support to the contracted Water & Sewer Operator in matters related to the District

Other Duties and Responsibilities

- Attends and participates in all required training and meetings.
- Performs related work and projects as assigned and may be involved in special projects that are unrelated to primary and essential job functions.
- Manages a limited amount of time and prioritizes a large volume of work so as to ensure all essential duties are completed correctly and on time.
- Performs work assignments in a safe manner and encourages others to use safe work practices. Maintains a work environment that is conducive to safe work practices and

- standards.

Knowledge, Skills and Abilities

- Demonstrates knowledge of computer software applications to include Microsoft Office,
- Adobe Acrobat and other networked computer functions, including Internet, e-mail, and
- social media sites.
- Ability to learn and manage dedicated water/sewer billing and account software.
- Consistently demonstrates knowledge of and experience in use of spreadsheets and
- databases and work processing to track internal information.
- Experience with record-keeping and professional, contemporary office practices and
- equipment.
- Capable of producing quality and detailed work despite frequent interruptions.
- Maintain confidentiality and handle matters of a sensitive nature.
- Able to work safely and to recognize and manage risk.

Materials and Equipment Directly Used

- Networked systems and e-mail.
- Personal computers and laptop computers.
- Scanners/Laser printers/Photocopying fax and postage machines.
- Telephone

Working Environment/Physical Activities

Generally sedentary at a desk, exerting up to 10 pounds to lift, carry, push, pull or move objects. May require moderate lifting of 15-45 pounds under some circumstances. Other duties include filing, resulting in reaching, bending, and standing. Extensive typing and data entry requires use of fingers and wrists and sitting for long periods of time in close proximity to a computer screen. Job requires reading, writing, keyboarding, hearing, verbal communication, and visually observing situations. Environmental factors include working closely with others in a closed office setting, working with office machinery and exposure to noise. Ability to drive a motor vehicle. Exposure to a variety of weather conditions and temperatures, slippery/uneven surfaces. Job requires working alone and as a member of a team, and may also require some overtime work.

Education, Experience, and Formal Training

Two years of college-level educational experience, plus at least three (3) years work experience in a professional office environment. Additional professional experience may be

substituted for some educational background, at the Board's discretion. Preference will be given to candidates with customer service experience and/or a dedicated customer service orientation. Knowledge of Big Pine and surrounding areas will also be considered.

Licenses or Certificates

Valid California Driver's License at the time of hire.

Notary Public Certification is a plus.

All duties and descriptions listed in this job descriptions are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. This position description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the organization and requirements of the position change.

The Big Pine Community Services District does not to discriminate on the basis of race, religion, creed, sex, age, national origin, or disability related to a bona fide occupational qualification.