



# Clearlake Oaks County Water District

## Job Description

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<b>ADMINISTRATIVE SERVICES MANAGER</b>
<b>Administration</b>
<b>Status: Non-Exempt</b>
<b>Salary Range: \$35.17- \$48.97</b>

**Titles covered by Customer Service Rep Lead**

Board Secretary

Payroll Manager

Compliance Officer

Billing Manager

Yolo County Coordinator

Water Quality Coordinator

Training Coordinator

Backflow Prevention / Cross Connection Coordinator

**Conditions of Employment:** This position is an "at will" basis, meaning you may resign at any time and that the Board of Directors may terminate your employment at any time, with or without cause. This position reports directly to and receives general supervision from the Board of Directors.

**Definition/Summary:** Administrative Services Manager is classified as Regular Full Time, under the direction of the Board of Directors. This position requires the status of Customer Service Rep III with knowledge of all front office positions, directs Customer Service staff and insures quality customer service is provided at all times. This position is responsible for assisting in the development and implementation of policies and procedures essential to maximizing the efficiency of the administration office. This position is distinguished by a high level of understanding of District policies and customer service procedures. Performance of basic to complex customer service functions, including but not limited to: directing customer service staff as needed, process all customer billing, account adjustments, service terminations, delinquent collections, opening and closing customer accounts, handles new service installations, quotes for connection, customer complaints and maintenance of property master files; cash receipts, post payments as needed, insures phones are answered in a timely manner; prepare, process and record work orders; post information to the District website, investigates, answers, and records all water quality complaints, calculate monthly Yolo statement, maintain and add delinquent accounts to the Lake County Tax Roll, provides a monthly activities/status report to the Board of Directors.

Manages payroll and all payroll liabilities, (including CALPers, AFLAC, quarterlies, etc). Assists with projected District budget for new fiscal year, assists accounts payables with job coding and assist the General Manager in planning, organizing, and coordinating the activities of the District and provides confidential support in areas of expertise.

Schedules and coordinates all personnel training; included but not limited to: Target Solutions, CEU courses, refresher courses, etc. Insures all district staff are compliant with regulations, courses are assigned upon hiring. The training coordinator will schedule all classes, lodging and ensure tuition agreements are in place. All training must be supervisor and/ or General Manager approved prior to scheduling.

In addition to the administrative and billing requirements, this position also serves as Secretary to the Board. These duties include, but are not limited to, preparing agendas, board agenda packets, meeting minutes, elections, employee contracts, updating Board information on website, and maintaining compliance with all County/State requirements. This position requires attending Board meetings and activities, along with assisting the Board members on committees or tasks as directed by the Board

This position ensures Customer Service Representatives I and II are crossed trained in specific areas to ensure District coverage.

This position requires a high level of independent judgment and the ability to work independently with little or no supervision.

**Minimum Requirements:**

**Education:** High School Graduate or equivalent. Supplemental education in business administration or administrative experience desired. Must possess a valid California Driver License

**Experience:** Three years of customer service, computerized bookkeeping/accounting/billing and public agency experience desired.

**Knowledge of:** District policies and procedures related to water and sewer service installations, a high level of understanding of District customer data programs and filing procedures. Special District governance; modern principles practices and methods of public-sector administration; principles and methods of effective communication; principles, practices, and methods of project management; organizational and management practices as applied and evaluation of projects, programs, policies, procedures, and operational needs, applicable federal, state and local laws, regulatory codes. Must be proficient with QuickBooks and Microsoft Word and Excel, and have knowledge of administrative and clerical procedures.

**Ability To:** Understand and follow oral and written instruction; communicate District policy to the public; work cooperatively with coworkers, developers, and the general public; keep accurate records; work independently with little supervision. Type 25 words per minute and use a ten key numeric pad. Ability to respond to public inquires and complaints in a tactful and courteous manner while maintaining a good working relationship with fellow employees. Ability to maintain a clean and professional appearance for themselves, staff and the District facilities they are responsible for.

**Physical**

**Requirements:** This position requires prolonged sitting, standing, walking, twisting, turning, kneeling, bending, squatting, stooping, extended computer monitor exposure, and repetitive hand motion, reaching, reading, writing, typing and lifting up to 25 pounds in performance of daily activities. Additionally, the position requires the ability to read correspondence and statistical data on the computer. Acute hearing is required when providing telephone service and communicating in person the position requires responding to public inquiries and complaints in a tactful and courteous manner

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Employee Signature: Date

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Board President Date