



40 HOURS/WEEK
\$40-50,000 BASE SALARY
FULL BENEFITS PACKAGE

UTILITY ADMINISTRATIVE ASSISTANT

WATER/SEWER/SANITATION BILLING
CUSTOMER SERVICE
ADMINISTRATIVE SUPPORT

CLASSIFICATION ELEMENTS

The Utility Administrative Assistant is responsible for managing all City water, sewer, and garbage accounts. The position is also the back-up for the Reception Administrative Assistant and is expected to cross-train and assist the Finance Administrative Assistant. This position is not overtime-exempt. The duties listed here are intended for illustration. The omission of any assignment does not exclude it from the position.

GENERAL ASSIGNMENTS

- Maintains all city billing accounts for water/sewer/garbage. Prepare, mail and balance monthly utility bills. Monitor accounts, assess late fees, prepare delinquent notices and disconnect notices.
- Responsible to maintain accurate customer accounts and ensure compliance with the Ephrata Municipal Code. Submits delinquent utility accounts to collection agency.
- Maintains all documentation and records including rate files, landlord/tenant agreements and change request forms.
- Responsible to analyze meter readings and discern trends, leaks, and anomalies in customer bills.
- Explains rate structure, billing method, and rationale to customers
- Update and maintain the unified customer database in proper form.
- Works closely with water department to address customer requests for meter readings for home sales, rentals, businesses, new accounts, broken meters or questions on meter readings.
- Prepares electronic handheld devices to record meter readings for water department.
- Works closely with Consolidated Disposal Services for all garbage service, including changes in service, extra service, missed service and ordering of dumpsters, dropboxes and compactors.
- Serves as back-up for customer service, including answering the phone, waiting on customers at the counter, receipting and posting payments, scheduling the ERC and taking recreation registrations.
- Balances cash drawer at the end of each day. Provides support services to other departments as needed. Performs other duties as assigned.
- Other duties as assigned



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OTHER ABILITIES

- Ability to explain complex procedures to customers
- Ability to quickly and accurately calculate customer bills
- Ability to exercise independent judgment within established procedures
- Ability to apply policies and procedures
- Effectively communicate clearly, tactfully, and courteously
- Must have strong organizational skills and strict attention to detail and process
- Knowledge of office procedures, including effective filing and accurate record keeping techniques, bookkeeping, and use of databases
- Ability to use database, calendar, word-processing, and other organizational office computer software effectively
- Ability to evaluate, understand, and relate to people
- Ability to evaluate, analyze and review plans, applications, public statutes, contracts, and maps

WORK ENVIRONMENT/PHYSICAL DEMANDS

- Ability to sit at a workstation for extended periods.
- Ability to stand, walk, and drive as needed throughout day.
- Occasional ability to lift, carry, and put away parcels weighing up to 25 pounds each.
- Ability to monitor several audible communications devices, such as telephone, fax, and radio, etc. throughout day.
- Ability to sit or stand for long periods, as necessary.
- Physical stamina to sustain long work days, including early morning and evening meetings, as necessary.
- Ability to communicate effectively and professionally with diverse audiences, including the public, the Council, and City personnel at all levels.
- Ability to resolve conflicts and maintain harmonious working relationships throughout the organization and with other agencies and departments.
- Ability to read and write a variety of documents, including correspondence, proposals, and other persuasive and informative materials.
- Ability to gather and sort relevant information from various sources and records successfully.

MINIMUM QUALIFICATIONS

- High School Diploma or GED
- Washington State Drivers License
- Ability to pass background check; pre-employment and on-going drug screenings
- Background in billing or customer service preferred
- Background in database, computer systems, and accounting highly preferred