



UTILITY OFFICE ASSOCIATE

FUNCTION:

Under the administrative direction of the **Utility Business Director**, the Utility Office Associate position is responsible for assisting with all functions pertaining to the daily operations of the utility office. This position plays a critical role in keeping our office a positive, welcoming & productive environment and requires frequent interaction with the public and prompt, professional and courteous service is required.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Assists with all functions pertaining to the utility office.

Assists with updating all Company Safety and Employee Manuals, Rules & Regulations and other items as needed.

Assists with the monthly meter reading process, utility billing and disconnection processes.

Applies utility payments ensuring correct credits are applied to the customer account(s).

Assists with balancing receipt management reports.

Maintains cash drawer and ensures daily balancing.

Performs daily bank drop off and mail collection as needed.

Assists with the general ledger, accounts payable and receivable records and duties.

Implements required policies and procedures regarding collections and customer accounts.

Responsible for maintaining appropriate water use records pertaining to customer accounts.

Responds to customer inquiries relating to utility billing services.

Provides assistance with cleaning, vacuuming, sweeping and mopping of the utility office.

Attend safety training seminars as required.

Other duties as assigned by the **Utility Business Director**.

QUALIFICATIONS:

Degree in accounting or business-related field is desired.

High school diploma or GED required.

Experience in a utility office or equivalent.

Knowledge of basic principles of utility accounting.

Knowledge of computer usage, able to use programs such as Microsoft Excel, Word, Outlook and computer software applications.

Ability to multitask and work effectively under pressure.

Ability to understand and follow written and oral instructions.

Ability to cope with stressful situations calmly, firmly, fairly, courteously, tactfully and with the respect of others.

Ability to maintain an effective relationship with both external and internal customers.

Ability to maintain confidentiality of company records.

Must have a valid Iowa driver license.

PHYSICAL REQUIREMENTS:

Ability to lift 50 pounds.

Ability to remain seated for long periods of time.

Ability to transition from one project to another easily.

Ability to run office equipment.

WORKING CONDITIONS:

Normally inside building.

Frequent exposure to machine noise.

Occasionally in adverse weather conditions.

The above duties and responsibilities are essential job functions subject to reasonable accommodation. All job requirements listed indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job duties, responsibilities, or requirements. Job descriptions in no way state or imply that the description includes every duty

to be performed by the employee in the position. The **Water Superintendent** reserves the right to change, modify or combine duties and positions when it is deemed necessary to be in the best interest of the department.

Osceola Water Works is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.