



UTILITY SERVICE COORDINATOR

FUNCTION:

Under the administrative direction of the Utility Business Director, the Utility Service Coordinator is responsible for the daily operations of the Utility Office and assisting with all accounting functions of the Osceola Water Works. This position requires frequent interaction with the public.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Provides leadership to ensure a high performance, customer service-oriented work environment.

Responsible for Daily Operations of Front Office, 2nd Processor of Customer Payments as needed and 2nd Approver of Daily Balancing Reports for Separation of Duties.

Responsible for Analysis of Water Consumption from Radio Frequency Meters, Accounts Payable Processes, Reconciling Vendor Activity, Processing 1099's.

Process General Ledger Journal Entries and Assist with Budgeting and Forecasting and Other Analytical Duties.

Cross-trained to cover other Utility Office positions as necessary such as Processing Payroll, attending monthly Water Board and Clarke County Reservoir Commission Meetings.

Attend safety training seminars as required.

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

Other duties as assigned by the Utility Business Director and/or the Water Superintendent.

QUALIFICATIONS:

Associates Degree in Accounting or currently enrolled in an Accounting Associates Degree Program is required.

Proficient in Microsoft Excel, Word and Outlook and ability to learn computer software applications.

Ability to Maintain Confidentiality of all Company and Customer Records.

Ability to work independently, effectively under pressure, and as a team member.

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.

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.