



# Howell Mountain Mutual Water Company

## Job Description

Job Title: Office Administrator

Reports To: Board of Directors & General Manager

### SUMMARY

Part-time position is responsible for office systems and protocols focusing in the areas of bookkeeping, customer billing, payroll, customer service and Board of Directors relations.

ESSENTIAL DUTIES AND RESPONSIBILITIES; Include but are not limited to the following. Other duties may be assigned.

### RESPONSIBILITIES

Authorized by the Board of Directors with full responsibility for most office and business related operations working closely with the General Manager to ensure efficient, effective, and timely operation of the company including the sharing of job knowledge, company-wide issues and concerns, financials, office space and equipment, and operations planning.

Administer and maintains office systems following operational procedures to create timely and efficient workflow including records maintenance (retention, protection, retrieval, transfer, and disposal), reports, correspondence, and accounting.

Analyze and organizes office operations and procedures such as bookkeeping, information management, filing systems, requisition of supplies, and other clerical services.

Maximize office productivity through proficient use of appropriate software applications including word processing, spreadsheets, utility billing, internet, and e-mail programs.

Maintain contact with customers particularly in the areas of billing, collections, service, and complaints. Computes, prepares, and mails monthly statements to customers. Responsible for annual Level pay program.

Works with General Manager on billing and payment with outside vendors and maintains inventory records.

Assist board officers with duties as requested including board meetings (logistics, agenda, notices, minutes, and preparation), board nominating committee, annual meeting (notification

and protocols), annual budget, monthly and yearly financial statements, reports, and general clerical support.

Informs board officers at agreed upon intervals regarding water usage, customer relations, and other operating procedures.

Coordinate annual board elections including election ballot notification, ballot preparation, ballot tally, and reporting.

Knowledgeable of all HMMWC bylaws and general operating procedures.

Work with General Manager to ensure all Federal, State, and local laws, rules, and regulations are met and complied with concerning the system operations.

Assist General Manager in reviewing and updating as needed (but at least annually) all HMMWC emergency and safety plans and programs including fire, earthquake, drought, and other natural disasters. Comply with all safety regulations and standards.

Maintain work order tracking spreadsheets to aid in future planning and budgeting.

Assist General Manager with completion of board reports, research of system enhancements, maintenance of land use policies, and reporting for annual meeting.

Assist Board of Directors and/or General Manager with organization and administrative support for capital improvement projects and grant management.

Maintain scheduled office hours for customer contact and response.

#### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### EDUCATION and/or EXPERIENCE

Two year degree from college or technical school in Business, Accounting or two years of related experience and/or training or equivalent combination of education and experience.

#### CERTIFICATES, LICENSES

Holds valid California driver's license.

## LANGUAGE SKILLS

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, legal documents or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the business community. Ability to effectively present information and respond to questions from top management, customers, the general public, and/or Boards of Directors.

## MATHEMATICAL SKILLS

Ability to define and solve practical problems, collect data, establish facts and draw valid conclusions dealing with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages.

## REASONING ABILITY

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; balance and stoop, kneel, crouch. The employee frequently is required to talk or hear. The employee must regularly lift and/or move up to 15 pounds and occasionally lift and/or move up to 25 pounds.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Federal and California OSHA safety standards are to be followed at all times.