

DATE: September 14th, 2022
TO: Board of Trustees
FROM: Lara Florea
SUBJECT: Administrative Assistant Job Description and Status Change

The BCRSD Operating Committee has recommended that staff complete a review and update of the organizational chart and job descriptions. The goal is to reduce the number of positions that report directly to the General Manager, archive no longer used job descriptions, and revise all job descriptions to better reflect the critical functions of each one.

Staff is in the process of completing those reviews. At this time, we are requesting approval of the revised Administrative Assistant job description with a change from part time to full time status.

The current job description was titled Administrative Support Assistant and was filled as part time at pay range 28. The proposed title is Administrative Assistant, it will continue at the pay range of 28, and will report to the Finance and Administration Manager. The change to full time will better fit the needs of the District by helping with the considerable volume of administrative work, and allow for more cross training opportunities. It is currently an open position.

The budget for this position in 2022 included an annual total of \$22,828.00 in wages (with tax and workers compensation). The part time position was filled for approximately 3 months in 2022 with a total cost of \$5,013.00. If hired in October, the change to full time with benefits will not go over the 2022 budgeted amount. At mid-range, the 2023 wages budget will include approximately \$59,000.00 with taxes and benefits for this position.



JOB DESCRIPTION

Approval Date:

JOB TITLE: Administrative Assistant

WORK LOCATION: 1314 N. 7th St. Columbia, MO 65201

PAY RANGE: 28

REPORTS TO: Finance and Administration Manager

EMPLOYMENT STATUS:

FLSA CLASSIFICATION:

SUMMARY/OBJECTIVE

The primary responsibility of the Administrative Assistant is to provide administrative support for management and operations of the sewer district. The position is the initial point of contact for District customers and clients. Responsibilities include customer service, clerical and administrative duties, and data management.

ESSENTIAL FUNCTIONS

- Answers phones and greets customers and clients.
- Manages service call requests and other customer inquiries, including billing inquiries.
- Maintains accurate paper and electronic file systems, including scanning documents.
- Performs billing support duties including customer account reviews, updates, and generation of reports.
- Assists with accounts payable duties.
- Assists with incoming and outgoing mail, places orders and tracks supplies.
- Performs administrative support duties for area managers.
- Participates in and may be required to provide training and cross training as required.
- Performs other duties as assigned.

REQUIRED SKILLS/ABILITIES

- Excellent customer service; effective oral and written communication skills.
- Good to advanced skills with computers, office equipment and standard software such as Microsoft Office Suite.
- Good organizational skills; ability to prioritize duties to meet established schedules.
- Good understanding of customary clerical functions such as recordkeeping procedures and filing systems.
- Detail oriented; ability to process data entry efficiently and accurately.
- Ability to work under general supervision, use good judgement and make decisions responsibly.
- Ability to work independently or as part of a team; willingness to learn and collaborate.
- Ability to learn and efficiently use in-house software for billing and service calls.
- Ability to learn District policies, regulations, and procedures, and to communicate that information to customers effectively and courteously.

EDUCATION/CERTIFICATION/OTHER ELIBILTY REQUIREMENTS

- Associate's or Bachelor's degree in related field preferred.
- Minimum 3 years of experience with customer service required.
- A State of Missouri driver's license may be required.
- Background Check and Drug and Alcohol Test may be required

WORK ENVIRONMENT

The Majority of work is performed in a professional office setting. Prolonged periods of sitting at a desk and working on a computer. Ability to lift up to 25 pounds at a time and transport distances up to 50 feet. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

AKNOWLEDGEMENTS

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change as the needs of the District and the requirements of the job may change.

Employee signature below indicates the employee’s understanding of the requirements, essential functions and duties of the position. Employee also understands that this job description is not an employment agreement, or contract of employment.

Signatures

Manager/HR:

Date:

Employee:

Date: