

DATE: October 14, 2022

TO: Board of Trustees

FROM: Tom Ratermann

SUBJECT: Administrative Assistant

At the last Board of Trustees meeting, you inquired as to the functions that the Administrative Assistant would perform. They are, at a minimum, the following:

1. Service Orders – Daily – review three types of reports generated by iVue to discern if sewer service billing should transfer to another customer, or if a new owner of a property needs to be designated as “owner” (or landlord) in iVue.
2. 60/90 Day Collections Review – weekly – Review each active sewer account with outstanding balance to determine if a collection letter should be sent (water shut off notice, Intent to Bill Owner, Lien Warning) to encourage payment on the account. Requires certified mail tasks.
3. Individual Water Usage Reviews – as needed and monthly – review individual location’s water usage as needed or requested to determine if the sewer billing should be adjusted and if credit need to be applied for overbilling.
4. Phone and walk-in coverage – daily – greet all visitors and answer all calls coming to the BEC extension line, lines 1 and 2 in office. Discern who should receive call transfers. Address all customer billing related questions and concerns, and other questions as able. Issue written correspondence or informational resources as needed.
5. Service Call Dispatch – as needed – receive and dispatch service calls for active locations calling in.
6. Office Supply – order office supplies as needed.
7. Write minutes for the Board of Trustees and Operations Committee meetings.

C: File
Lara Florea, BCRSD
Sandi Clark, BCRSD