

**ROUND MOUNTAIN WATER AND SANITATION DISTRICT
RESOLUTION NUMBER 2018-25**

**RESOLUTION AUTHORIZING A FULL TIME COLLECTIONS SPECIALIST/
ASSISTANT BOOKKEEPER.**

WHEREAS, RMWSD has currently a permanent part-time position that will become vacant in the near future, and;

WHEREAS, with the increasing work load of the district's business office it has been determined to be in the district's best interests to promote this position to full time status, and

WHEREAS, as a result of these and other reasons it is necessary to update the Job Description, and;

WHEREAS, the District Manager recommends that the position is necessary to the proper operation of the district.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE ROUND MOUNTAIN WATER AND SANITATION DISTRICT, COLORADO:

That the attached job description for a Full-Time Customer Service/ Assistant Bookkeeper, which establishes the duties and rate of pay is approved, with an effective date of January 2, 2019.

ADOPTED, this 6th day of December, A. D. 2018.


Peggy Quint, Chairman

ATTEST:


Steve Lasswell, Secretary



ROUND MOUNTAIN WATER AND SANITATION
JOB DESCRIPTION

TITLE: CUSTOMER SERVICE / ASSISTANT BOOKKEEPER

PAY: PAY \$15.00/HR

SUPERVISOR: OFFICE MANAGER

FLSA STATUS: NON-EXEMPT

JOB SUMMARY:

The Assistant Bookkeeper/Collections Specialist assists the Office Manager in the day-to-day operations of the District's Business Office. Duties in this position include, but are not limited to, all activities normally associated with customer service in a public utility setting, assistance in the maintenance of the district's accounting books, and acting as the Board of Directors' recording secretary as needed. A full listing of the duties and roles expected of an individual in the position are fully set forth in the Business Office Operations Manual.

GENERAL STATEMENT:

This position requires a motivated, versatile, and detail-oriented person capable of working effectively with supervisors, co-workers, and other District employees as well as with customers and public officials. He or she is expected to obtain and maintain the respect of co-workers, managers, and others encountered in the course of District business.

DUTIES AND RESPONSIBILITIES:

Essential Activities

1. Answer and respond cheerfully and respectfully to all customer interactions whether by phone, in person, or via electronic messaging systems.
2. Proficiently operate all the normal office machines and tools including 10-key, computer, scanner, fax, voice recorders, and other machines normally present in a modern office.
3. Proficiently and accurately perform tasks related to accounting (Utility Billing, Accounts Payable, Accounts Receivable, Payroll and General Ledger), on and offline record keeping, and research as directed by the Office Manager/Bookkeeper.
4. Prepare work orders as needed.
5. Manage the Delinquent Account Program.
6. Provide Administrative support as needed (agendas, website updates, track resolutions, special projects).
7. Is accountable for the proper operation of the business office in the absence of the Office Manager.

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8. Consistent with experience and training, is expected to be knowledgeable about common customer concerns that are routinely encountered in a Water/Wastewater Utility, and how to gather necessary information needed by the field technicians to accurately respond to customer concerns/emergencies.
9. Recommend and undertake appropriate corrective action as they relate to business office equipment or policies.
10. Ability to coordinate one's efforts as a team member is essential.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Remain calm and courteous in dealings with fellow employees, supervisors, contractors, construction workers and citizens.
2. Learn district rules and regulations, apply them fairly and consistently, and explain them with customers and others.
3. Concentrate on detail, despite interruptions and other distractions.
4. Express objective observations in clear, concise oral and written form.
5. Accurately enter data in computer databases, spreadsheets and word processing programs.
6. Must have physical ability to efficiently and accurately operate the equipment as listed:
 - a. Telephones
 - b. Copiers/Fax/Scanners
 - c. 10 key (calculators)
 - d. Computers
 - e. Voice Recorders
 - f. Motor Vehicles

WORKPLACE CONDITIONS:

This position works almost entirely within the confines of the District's climate-controlled office with minimal daily trips to the post office, banks and other similar locations. Trips outside of the district's offices will be required at times either in support of district field activities, inventory, or management of various projects. These trips outside will lead to exposure to local weather conditions including, high winds, ice, rain, heat and other conditions normally associated with high altitudes. Hazards to life, limb and health have the potential to develop rapidly at any work area associated with a water/wastewater utility. Exposure to obnoxious odors and substances may be encountered.

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MINIMUM QUALIFICATION REQUIRED:

CERTIFICATIONS AND LICENSES:

1. This employee must possess and retain a valid Class “R” Colorado Driver’s License. Revocation, expiration or suspension of certificate automatically and immediately disqualifies a person from continued employment in this position.
2. Employee is required to have and maintain a dependable automobile, with valid liability insurance with which to run daily errands including trips to the post office, banks, and other errands as needed. Employee will be compensated for such use in accordance with Board approved reimbursement policies.

EDUCATION:

Minimum: High school diploma or equivalent

EXPERIENCE:

At least five years of relevant experience in customer service and bookkeeping duties. Experience in government or public utility experience is desired but not necessary.

TERMS OF EMPLOYMENT:

This class specification should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this regular full-time job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification.