

**COMMISSIONERS**

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**DISTRICT MANAGER**

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**TREASURER**

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**Job Description: Office Assistant**

**Job Type:** Full-Time

**Reports To:** Office Manager

**Position Summary**

Under the direction of the Office Manager, the Office Assistant performs customer service, clerical, billing, bookkeeping, and general administrative duties in support of the Grafton Water District's daily operations. The ideal candidate is dependable, organized, self-motivated, and detail-oriented, with a strong work ethic and the ability to work independently after training. The position requires initiative, flexibility, and a willingness to assist wherever needed to maintain an efficient, clean, and professional office.

**Essential Duties and Responsibilities**

**General Office Administration**

- Assist with daily office operations, including mail, filing, recordkeeping, office supplies, and document preparation.
- Maintain a clean, organized, and professional office, including routine upkeep of workstations, counters, common areas, and meeting spaces.
- Assist with computer systems, software, office equipment, reports, and other administrative tasks.

**Customer Service**

- Respond professionally and promptly to customer inquiries by phone, email, and in person.
- Maintain customer accounts and records in the District's management system.
- Assist with scheduling service orders and communicating customer concerns to appropriate staff.
- Process final meter readings, closing bills, and related receipts.
- Respond to routine vendor inquiries and refer matters requiring additional authority to the appropriate staff member.

**Billing and Financial Support**

- Assist with customer billing, meter reading verification, billing notices, and authorized account adjustments.
- Process customer payments, prepare deposits, and maintain accurate payment records.
- Receive and process vendor invoices and assist with monthly warrant preparation, check processing, and financial documentation.
- Assist with debit card reconciliation and maintaining accounts payable and receivable records.
- Identify discrepancies and report them to the Office Manager.

**Other Responsibilities**

- Maintain accurate paper and electronic records and assist with reports, audits, and other documentation as needed.
- Protect confidential customer, employee, and financial information.
- Perform other related duties as assigned to support District operations.

### **Work Expectations**

The Office Assistant is expected to take initiative, complete assignments accurately and on time, and remain productive without constant direction. When immediate tasks are complete, the employee should address outstanding work, organize records, attend to routine office upkeep, or ask the Office Manager what needs priority. Dependability, accountability, teamwork, and maintaining a clean, organized, and welcoming office are essential parts of the position.

### **Minimum Qualifications**

- High school diploma or equivalent required.
- Two to three years of computer experience and willingness to learn new software.
- Basic knowledge of Microsoft Word, Excel, and bookkeeping principles, including accounts payable and receivable.
- Strong organizational, communication, and customer service skills.
- Ability to manage multiple priorities, meet deadlines, maintain accuracy, and work independently after training.
- Previous office or public-facing experience preferred.

### **Supervision and Work Environment**

Works under the direction of the Office Manager and follows established District policies and procedures. The position does not supervise other employees.

Work is primarily performed in a typical office environment with frequent interruptions and a moderate noise level. Regular interaction with customers, staff, vendors, and the public is required. The employee may have access to confidential, District-wide information and must exercise appropriate judgment and discretion while following established confidentiality requirements and professional office protocols.

The position involves regular computer use, sitting, standing, walking, and handling paperwork and office materials. Reasonable accommodation may be made to enable qualified individuals to perform the essential functions.

### **What We Offer:**

- Competitive pay based on qualifications and experience
- Health Insurance Benefits
- Retirement Benefits
- Paid vacation time
- Paid holidays
- Opportunities for training and professional development

### **General Disclaimer**

This job description outlines the general nature of the position and is not an exhaustive list of duties. Additional related responsibilities may be assigned based on the needs of the District.

The Grafton Water District is an equal opportunity employer.

### **How to Apply**

Please email your resume to [mmoore@graftonwaterdistrict.org](mailto:mmoore@graftonwaterdistrict.org) to be considered for the Office Assistant position with the Grafton Water District.