

OFFICE MANAGER

Responsibilities:

1. Reports to the Board of Directors.
2. Supervises Office Staff.
3. Maintain compliance with USDA.
 - a. Prepare and submit all compliance reports to USDA
 - b. Maintain all files, records and correspondence to USDA
 - c. Prepare and submit Annual Audit to USDA
4. Assist the Operator with all forms needed for DEP and NFWFMD filing.
5. Provide a list of meter readings for Pace Water System from December thru February.
6. Review, approve, scan and submit all invoices for payment.
7. Prepare information for monthly Board Meetings.
8. Attend Board Meetings.
9. Perform all payroll functions:
 - a. Keep and calculate hours worked on weekly time cards.
 - b. Maintain payroll deductions/other pays.
 - c. Maintain all personnel records in accordance with current privacy guidelines.
 - d. Prepare and submit monthly, quarterly and annual payroll reports and taxes.
 - e. Prepare and issue all payroll checks.
 - f. Submit all verified reports to Accounting Clerk to pay taxes as required and maintain all tax records.
10. Provide Accountant with all required information and records necessary for preparation of the annual audit. This will include copies of all paid invoices, accounts payable, accounts receivable, Board Meeting Minutes, bank statements, list of bad debts, etc.
11. Prepare annual budget for review/approval by Board of Directors.
12. Attend all board meetings for review of financial reports and to answer office operational questions as necessary.
13. Take meeting minutes for Board Meetings and type up for approval at next meeting.
14. Provide information from records as requested by attorney, engineers, accountants, Board Members, etc.
15. Provide/coordinate company benefits to employees (uniforms, retirement, insurance, etc.)
16. Assist the Board of Directors in the selection of personnel and employee evaluations as requested.
17. Train/cross-train office employees and promote safety and exceptional customer service.
18. Reads and understands service orders
19. Assist employees with difficult tasks when necessary.
20. Take over the duties of the A/R, A/P and Accounting Clerk as needed/necessary.
21. Promote smooth business operations, good public relations and customer service.
22. Perform other duties as directed by the Board of Directors.
23. Delegate to office personnel selected duties.
24. Assist customers by providing information about their accounts and answering questions about their account, company policies and operations.
25. Operate the drive-thru as needed.
26. Assist customers with new service, disconnects and making payments as needed.
27. Maintain company website
28. Issue boil water notices as required by DEP
29. Review list of customers who are subject to disconnect.

30. Review meter readings to verify they are correct before processing billing.
31. Approve monthly water billing and submit to billing service for issuance of customer statements
32. Review all company emails and respond accordingly.
33. Provide guidance in the operation of the Office Security System.
34. Record/update as required and secure the access codes for the Office Security System
35. Operate the office telephone system, i.e., recording messages on answering service.
36. Coordinate tasks of reading water meters, i.e., ensure accuracy of meter information. Supervise the adding/deleting/revising meter data and the entering of water meter readings into the computer.
37. Fill out service orders as needed and address any unusual situations.
38. Complete bill adjustments/consumption adjustments to customer water account; to include misreads, leak adjustments, 5 year credit etc.
39. Verify purchases with the Operator.
40. Maintain all software to include Springbrook Software and QuickBooks by installing updates and keeping up on software support.

Knowledge of:

1. Proficient in Quickbooks software, Microsoft Word, Excel and Outlook.
2. Utility Billing System processes and procedures.
3. Time keeping procedures and processes.
4. Accounting and bookkeeping principles and procedures.
5. Accounts receivable policies, procedures and internal controls (i.e. water consumption calculation.)

Skilled in:

1. Public contact and customer service.
2. Performing mathematical calculations.
3. Application of supervisory techniques, such as selecting, orienting, training, evaluating, and implementing corrective action.
4. Planning, organizing, and prioritization.

Ability to:

1. Work under pressure in a multi-task environment.
2. Perform accounting tasks of considerable difficulty.
3. Use a computer and accounting related software.
4. Plan, organize, prioritize, and coordinate the work of clerical staff.
5. Proof own work and the work of others.
6. Work effectively with others.
7. Communicate effectively both orally and in writing.
8. Collect, organize and evaluate data to develop logical conclusions.

Minimum Qualifications:

1. High school diploma or equivalent. (Educational documentation will be requested upon offer of employment.)
2. Four years of experience performing fiscal accounting, bookkeeping or specialized financial record keeping, including accounts receivable.
3. Any combination of education, training, and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Physical Requirements:

1. Employee is regularly required to use hands, fingers and arms to hold, feel or reach. Must be able to talk and hear. Visual requirements include close, color, peripheral and depth perception.
2. Employee works in a normal office environment and may be seated for long periods of time.

Supplemental Information:

Material and equipment used:

1. Personal computer, including word processing and spreadsheet software; accounts payable software; printer, calculator/10 key touch, phone, copy machine, fax machine, scanner and receipt printer.
2. Financial software including, but not limited to, Utility Billing Process and all governing formulas, guideline, and rules to apply billing standards and exceptions consistently.