



Position Description
Marion Utilities Service Board
An Equal Opportunity Employer

Job Title	Administrative Support Assistant	Employment Status	Full-Time
Utility Division	Water/Wastewater	EEO Code	5-A
Workgroup/Unit	Administration	Wage Range	9
FLSA Status	Non-Exempt	Effective Date	January 2, 2022

Job Summary

Performs a variety of administrative support functions and activities.

Supervision Received and Exercised

Works under the General Supervision of the Assistant Director for Operations, through assigned designee; Receives continuing or individual assignments indicating generally what is to be done, limitations, quality and quantity expected, deadlines and priorities; Additional, specific instructions are given for new, difficult, or unusual assignments; The incumbent uses initiative in carrying out recurring assignments; The Supervisor assures that the work is technically accurate and in compliance with instructions or established procedures

Minimum Education and Experience Requirements

High School Diploma or equivalent; Post-secondary education and/or training in related field and 1 year of experience in a clerical or equivalent position; Demonstration of an alternate equivalent combination of education, training, and experience that provide the required levels of related knowledge, skill, and ability will be considered

Licensure and/or Certification Requirements

N/A

Essential Duties and Responsibilities

- ✓ Receives and processes incoming phone traffic; Provides general information to the public and answers routine customer inquiry; Generates and processes work-orders in response to reported leaks, main breaks, and related issues; Directs and distributes specific requests to the

appropriate location; Retrieves and processes after hours messages; Notifies police and fire agencies concerning hydrants and infrastructure being out of service

- ✓ Welcomes and greets incoming guests; Maintains knowledge of meetings and schedules to facilitate direction of vendors and visitors; Maintains visitor log in keeping with security and safety initiatives
- ✓ Compiles pertinent documentation and processes purchase orders for Water and Wastewater Divisions; Enters all claims in the accounting software for processing and payment; Performs research for and resolves issues associated with invoices; Maintains a listing of accounts receivable and payable, vendor files, and file numbers
- ✓ Assists the Accounting Specialist with reporting, filing, and records management
- ✓ Receives data from various sources for database entry; Reviews data for accuracy and processes in compliance with defined schedules and special instructions; Generates and distributes associated reports upon completion of data entry
- ✓ Performs routine clerical tasks as required; Obtains, processes, and distributes interoffice mail; Monitors fuel use and maintains and utilizes associated Computerized Monitoring System; Monitors bulk water sales and generates documentation for billing; Processes pay vouchers for contractual services; Assists with reconciliation of monthly budgets for Water and Wastewater Divisions; Finalize various spreadsheets and reports at year end, maintain and archive files, monitor inventory and order office and first-aid supplies, copy and scan manuals and documentation associated with processes and equipment
- ✓ Performs in strict compliance with IOSHA safety standards, Utility Policies and Procedures, as well as applicable Federal, State, and local codes, regulations, and requirements

Knowledge, Skills, and Abilities

Knowledge of: Current business office practices, principles, and procedures; Professional standards for effective communication, and correspondence; Effective research methods and techniques; Practices and principles for record management and retention; Office technology and software applications; Basic bookkeeping and budget tracking

Skills Demonstrated in: Effective communication, written and verbal; Active listening; Establishing and maintaining effective interpersonal relationships; Comprehension; Organization; Multi-tasking

Ability to: Perform administrative support functions involving the use of independent judgment and personal initiative; Effectively interpret, comprehend, and apply policies, programs, and procedures; Apply discretion and confidentiality as required; Accurately and effectively research and compile information for reports; Establish and maintain effective working relationships; Apply knowledge of principles, practices, and procedures as defined above

Physical Demands or Unusual Conditions

While performing required duties, the incumbent is regularly required to sit; speak and hear, both in person and by telephone; manipulate and operate standard office equipment; is required to maneuver and navigate stairs and steps; routinely travels to various locations for meetings and appointments; is subject to marginal levels of stress

Additional Requirements

This position description in no manner states or implies that these are the only duties and responsibilities which may be performed or assumed by the position incumbent. The incumbent is required to follow the instructions and perform duties required by the position's supervisor, appointing authority or designee as stated in the corresponding classification specification.

Marion Utility Service Board Authority

Date

I understand, and will perform to the best of my ability, the job duties and requirements specified in this position description.

Employee Signature

Date