

# BANGOR WATER

## POSITION DESCRIPTION

**JOB TITLE:** Office Assistant

**DEPT:** Customer Service

**JOB TYPE:** Full-time employee, hourly

Hourly wage range is \$18 to \$23 per hour, depending on experience and skills.
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**GENERAL DESCRIPTION:** Under direction of Office Manager, responsible for providing customer service, serves as accounts receivable clerk for Bangor Water, serves as back-up on accounts payable functions, collects delinquent accounts, and performs other related duties in support of office operations.

**Hours of work are 7 a.m. – 3:30 p.m. Monday – Friday excluding holidays.**

### **DUTIES:**

Provides customer service in person, by telephone, and electronically - related but not limited to payments, collections, policies and practices, initiating and terminating service, and service appointments.

Sorts and reviews customer water payments, and enters into computer daily. Accurately maintains related payment records including penalties, miscellaneous charges, and under- and over-payments.

Receives and enters water payments received at other designated payments locations, and contacts locations to resolve errors. Assists customers with electronic (website) accounts and payments.

Maintains and monitors delinquent accounts daily. Mails late notices and orders disconnection of water service in compliance with applicable regulations. Negotiates payment plans for overdue accounts and maintains log of customer complaints and resolutions. Contacts customers as required. Files small claims suits, submits bankruptcy claims, files liens, testifies in court, and performs other collection functions. Contacts night personnel as necessary to advise of potential collections. Provides collection data for Maine Public Utilities Commission (MPUC) annual report.

Maintains accurate spreadsheet of all A/R transactions, performs end-of-month reconciliation, and provides reconciled data for Finance Manager. Investigates and resolves issues with unpaid miscellaneous billings.

Serves as back-up for accounts payable, sorting incoming invoices for approval, entering invoices for payment, and issuing AP checks – primarily in the absence of the Finance Manager.

Receives and investigates customer inquiries. Refers unresolved matters to the Office Manager.

Assists customers in initiating and terminating water service by providing information and assisting in completion of forms, particularly in the absence of the billing clerk. Schedules service appointments, and prepares work orders. Ensures required forms are completed for new services. Receives, receipts, and records customer payments for bills, disconnection notices, deposits, and related charges. Responds to calls from service crews.

Processes outgoing mail as needed.

Assists other department personnel as needed or directed.

Performs related duties and special projects as assigned.

## **REQUIREMENTS:**

**Education:** An associate's degree in business administration or equivalent is desirable.

**Experience:** Three years of progressively responsible accounts receivable/collections and business office experience, including work with the general public.

**Licenses:** None required

**Skills and Knowledge:** Demonstrated knowledge of standard bookkeeping, and ability to perform accurate arithmetic calculations.

Knowledge of: computerized billing/payment systems, electronic data transfers, Microsoft Excel, Word, and Outlook.

Knowledge of standard office practices and ability to use standard office equipment, including computer and printer, fax machine, calculator, copier, scanner, postage machine, and multi-line telephone.

Ability to implement Bangor Water standard procedures and MPUC requirements pertaining to payments, collections, and disconnection of water service.

Ability to communicate with co-workers, vendors, and members of the public in a courteous and effective manner, occasionally under confrontational circumstances.

## **RESPONSIBILITIES:**

Conducts accounts receivable/collection operations in a timely and accurate manner, and participates in general customer service functions.

Performs relatively standard duties according to established practices and procedures of the department. Errors in decision or accuracy of work are readily detected by standard bookkeeping checks or through supervisory review of work. Undetected errors may lead to loss of time within the department and/or inconvenience to department employees and members of the general public.

Functions within Bangor Water's standard policies and procedures, and within the regulations of the MPUC. Exceptions are referred to supervisor.

## **PERSONAL WORK RELATIONSHIPS:**

**Supervises:** No supervisory responsibilities

**Reports to:** Office Manager.

Maintains constant contact with supervisors, co-workers, customers, other governmental agencies, and members of the general public.

## **WORK ENVIRONMENT:**

**Work location:** 614 State St., Bangor, ME

Performs duties in modern office environment with no unusual physical demands.