

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
OFFICE SPECIALIST I**

CLASS TITLE: OFFICE SPECIALIST I

DEFINITION

Under general supervision, completes accurate and timely statements and reports related to customer accounts and District payments, provides professional and comprehensive customer service, and general office staff assistance. Essential functions include: customer service administration, accounts receivable/billing, accounts payable/general ledger, general office administration, and water service processing. Performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This classification is the entry and full working level, and reports to the Office Manager. Scope of work is moderately difficult in nature, encompassing a full range of secretarial and some accounting duties. Members of this class may be assigned to one of the essential areas of responsibility (accounts receivable/billing, accounts payable/general ledger, customer service, etc.) or may perform duties in several areas. Incumbents may serve as backup to other positions in the class and cross training may be required. Incumbents receive close supervision and training initially but after a period of time are expected to perform routine tasks independently, with little or no immediate supervision.

The Office Specialist I is the first of two levels in the Office Specialist class series and is a flex or slant line classification. The capable, fully competent employee in this classification will perform increasingly difficult and responsible assignments. Incumbents are eligible to advance to the Office Specialist II level after four to five years of successful experience at the Office Specialist I level, demonstrated proficiency to perform higher level work of the Office Specialist II, recommendation of the Office Manager and approval of the General Manager.

There are no supervisory duties.

EXAMPLES OF DUTIES

Duties may include, but are not necessarily limited to:

Area of Responsibility:

Accounts Receivable/Billing

- Processes customer payments and deposits;
- Prepares and sends customer bills and notices, including fire hydrant billing, final billing;
- Documents new and cancelled accounts, including preparing “in and out” tags and inputting changes into the computer;

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- Calculates high bill adjustments; resolves billing problems according to District policies;
- Prepares report for refunds due and processes yearly deposit refunds;
- Prepares bank deposits; balances cash drawer;
- Notifies customers of insufficient funds and tracks account for payment;
- Transfers credits and deposits between customer accounts when necessary.

Accounts Payable/General Ledger

- Prints checks, prepares for signature, and mails payments;
- Adds new vendors, coding with appropriate account number, and enters invoices to be paid;
- Maintains, sets up, and stores accounts payable documents and project files;
- Organizes payroll timesheets, processes payroll in computer and issues paychecks and direct deposits; prepares payroll taxes;
- Calculates, verifies, and processes health benefits payments for all employees and retirees;
- Identifies and enters or adjusts monthly journal entries; calculates, verifies, and processes general ledger;
- Disburses and balances petty cash;
- Calculates fiscal year deposits.

Water Service Processing

- Records meter changes on computer;
- Performs data entry to put old meters in “inventory” status and new meters in “active” status;
- Creates and adds messages categories on handheld units;
- Initiates portable meter readings, inputs into computer, and prepares portable meter invoices
- Compiles water sampling figures for Water Quality Report
- Schedules appointments for inspections of retrofit toilet program;
- Sends out fixture rebate forms

Customer Service Administration

- Greets customers at front desk and on the telephone;
- Accepts payments, and handles customer complaints;
- Answers questions related to accounts, procedures, and services; assists customers with resolution of billing or service problems
- Updates customer and meter information on computer system

General Office Administration

- Performs word processing and other office duties requested by General Manager or Superintendent;
- Initiates and composes District forms and letters related to assignment;

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- Retains computer backup printout from system backup tapes; keeps tapes in bank safety deposit box;
- Operates voice mail and retrieves messages from after hours, weekends, and holidays;
- Orders office supplies;
- Files District correspondence, reports and other documents in timely manner;
- Monitors and replenishes funds into postage meter, as needed.

MINIMUM QUALIFICATIONS

Any combination of education and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Training and Experience:

High School diploma or equivalent. Requires three years of secretarial and/or accounting experience with a demonstrated knowledge of work processes and clerical office administration procedures. Prefer experience with a public utility.

Knowledge of:

- Principles and practices of computer usage
- Modern office practices, methods, and procedures
- Basic record keeping practices and procedures
- Basic arithmetic and accounting
- Computer word processing and spreadsheet software

Ability to:

- Learn District policies and procedures regarding signup for service, payment procedures, delinquent bills, etc.
- Exercise good judgment, keep calm, and make appropriate decisions under pressure
- Prioritize work and follow through to completion
- Prepare and maintain neat, accurate, and concise records and reports
- Understand and carry out oral and written instructions
- Speak and write clearly
- Use initiative and independent judgment within established guidelines
- Establish and maintain pleasant and cooperative working relationships with employees and the general public

Skill In:

- Computer operation
- Fast and accurate arithmetic calculations
- Operation of standard office equipment including ten-key adder, copier, fax machine, postage meter

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PHYSICAL REQUIREMENTS

Incumbent must be able to function in an office environment in work primarily of a sedentary nature, and be able to perform the following, with or without reasonable accommodation:

- Sit, often for long periods of time
- Utilize vision, hearing and speech
- Utilize manual and finger dexterity
- Turn head and trunk
- Move about on smooth surfaces
- Stand
- Lift and carry (maximum 35 pounds)
- Reach, twist and bend

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Each incumbent does not necessarily perform all duties.

Previous Title: Clerk