

# BATESVILLE WATER UTILITIES

## Position Description

### POSITION TITLE: **Water Office Manager**

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Exempt (Y/N): Yes

DEPARTMENT: Administration

DATE PREPARED: September, 2024

SUPERVISOR: Water Utilities Manager

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#### **SUMMARY**

The Water Department Office Manager is responsible for overseeing the day-to-day administrative operations of the department. This position requires strong organizational skills, attention to detail, and excellent communication abilities. The Office Manager will work closely with the Water Department Utilities Manager/City Engineer and other staff to ensure efficient and effective operations.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position. The employer reserves the right to modify or change duties as necessary.

##### **• Administrative Support:**

- Manage office operations, including scheduling, filing, and recordkeeping.
- Coordinate meetings, prepare agendas, and take minutes.
- Handle incoming and outgoing correspondence, including emails, letters, and phone calls.
- Maintain office supplies and equipment.

##### **• Financial Management:**

- Assist with budget preparation and tracking.
- Oversee accounts payable and receivable processes.
- Prepare and review financial reports.
- Handle billing inquiries and customer payments.

##### **• Customer Service:**

- Provide excellent customer service to residents and businesses.
- Address customer complaints and inquiries in a timely and professional manner.
- Assist with water service applications, disconnections, and reconnections.

##### **• Personnel Management:**

- Supervise and train office staff.

- Assist with recruitment and onboarding of new employees.
- Handle employee relations issues, including performance reviews and disciplinary actions.
- **Regulatory Compliance:**
  - Ensure compliance with all relevant regulations and permits.
  - Maintain necessary records and documentation.

**RESPONSIBILITY FOR FUNDS, EQUIPMENT, PROPERTY, Etc. \$150,000-\$1,000,000**

**SUPERVISION RESPONSIBILITIES**

Directly supervises six non-supervisory positions within the department. Carries out supervisory responsibilities in accordance with City of Batesville Employee handbook policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance, disciplining employees; addressing complaints and resolving problems.

**EDUCATION AND EXPERIENCE**

- High school diploma or equivalent required; associate's degree in business administration or related field preferred.
- Minimum of 3 years of experience in office management or administration.
- Strong organizational and time management skills.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint).
- Excellent verbal and written communication skills.
- Ability to work independently and as part of a team.
- Strong customer service skills.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Must possess a valid Arkansas Driver's License or have the ability to obtain a valid Arkansas Driver's license. Capable to acquire ADH water distribution class 3 license if deemed necessary.

## **INTERNAL COMMUNICATIONS**

Regular contacts with the Utilities Manager, Department Heads, Water Plant Personnel, Construction personnel, Wastewater personnel, City Clerk, Deputy Clerks, and with other departments as needed.

## **EXTERNAL COMMUNICATIONS**

Regular contacts with Bank Employees, CPA's, Benefit Representatives, Commissioners, vendors, citizens and outside representatives as needed.

## **USE OF EQUIPMENT AND/OR COMPUTERS**

Must be proficient in the use of a Windows-based computer with Microsoft software, telephone, fax machine, copy machine, shredder, laminator, communication radio, and other related office equipment and software.

## **OTHER SKILLS AND ABILITIES**

Ability to utilize both internal and external resources to obtain information and data necessary to carry out routine assignments and special projects. Must have ability to establish and maintain effective working relationships with management and staff.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

While performing the functions of this job, the employee is regularly required to sit; and talk or hear and use a computer for extended periods of time. The employee occasionally is required to stand and walk; climb or balance; and stoop, kneel, crouch, or crawl; and taste or smell. The employee may occasionally be required to stand for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions including wet/and or humid conditions; and moving mechanical parts.

The noise level in the work environment is usually moderate.