

Lower Bucks County Joint Municipal Authority

JOB DESCRIPTION Floating/Customer Representative

Summary

This position provides customer service and serves as a back up to various clerical positions at all Authority office locations when required. Attention to detail and frequent contact with the public and Authority departments is required. This position will primarily be stationed at the Administration Office.

Work is supervised by the Finance Manager or Supervisor of location where work is taking place or designee. Assignments are carried out in accordance with established policies and procedures. Duties must be performed with accuracy, confidentiality, discretion, tact, patience, and the ability to accomplish varied tasks based on the work required.

Duties include but are not limited to:

- Perform all job duties and serve as a backup for Water Treatment Plant Secretary when required and report directly to Water Treatment Plant Superintendent and/or Assistant Superintendent as directed by the Managing Director.
- Perform all job duties and serve as a backup for Wastewater Treatment Plant Secretary when required and report directly to the Wastewater Treatment Plant Manager and/or Executive Assistant as designated by Managing Director.
- Answer telephones, greets customers and office visitors. Responds to complaints, problems, and requests for information. Research records as required.
- Process and record payments and receipts and enter data into the computer while assuring accuracy and revising information.
- Assist customers in all aspects of Direct Debit program and setting up accounts in applicable payment portal to ensure processing of payments.
- Review customer complaints against Authority records; request meter readings and take appropriate action where corrections are needed.
- Enter returned checks and debits to customer accounts to ensure account accuracy. Forward all returned items and records to the Finance Manager for final process and accounting.
- Fill in for and assist all clerical positions throughout the Authority when required.
- Types a variety of correspondence, documents, and reports.
- Enter various data onto computer and generate required information.
- Open, stamp, sort and distribute incoming mail at the Administration Office, Water Plant and/or Wastewater Treatment Plant.
- Setup and maintain various types of files. Add, delete, and retrieve information as required.

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- When required process payroll for Administration office. Includes processing and obtaining appropriate approvals for payroll and forwards to the Finance Manager as required.
- Performs other duties as directed by management.

Required Knowledge, Skills, and Abilities:

- Knowledge of English grammar, punctuation, and business letters/ correspondence to communicate clearly and effectively orally and in writing.
- Knowledge of modern secretarial, fiscal, and business principals, practices, and procedures.
- Ability to make mathematical computations and proofread for accuracy rapidly.
- Ability to operate a variety of various office equipment provided by the Authority.
- Ability to set up and maintain file systems.
- Ability to learn office procedures within a reasonable period of time.
- Ability to establish and maintain effective working relations with co-workers, associates, customers, vendors, and officials.
- Ability to organize, prioritize and complete work duties independently and efficiently in a manner which ensures smooth processing and accomplishment of various duties/tasks to meet deadlines.
- Must possess ordinary ambulatory skills; and the ability to drive, stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of 10-25 pounds.
- Must possess good hand-eye coordination, arm, hand, and finger dexterity, including ability to grasp, and visual acuity to use a keyboard and the ability to sit, reach with hands and arms, talk, and hear.

Required Education and Experience:

- High School Graduate.
- Experience with computer programs including but not limited to Office 365, Microsoft Word and Microsoft Excel and Access.
- Minimum five (5) years of secretarial/clerical experience.
- Minimum five (5) years of experience with payroll and timekeeping.
- Experience with basic business practices.
- Must possess and maintain a valid PA Driver's License.