



Bellflower-Somerset Mutual Water Company
10016 E Flower Street, Bellflower, CA 90706
Office: 562-866-9980 Fax: 562-866-2245

Website: www.bsmwc.com

EMPLOYMENT OPPORTUNITY OFFICE MANAGER

Deadline to file application: May 19, 2022

SALARY AND BENEFITS

Salary Range: \$8,641-\$10,609 per month

- Medical, Dental, and Vision Insurance plans paid 100% for company employee and dependents
- 401k retirement plan: up to 10% employer contribution
- 10 paid holidays per year, 10 paid vacation days per year initially, up to 20 days per year, 12 sick days per year, 40 hours admin days per year
- Tuition reimbursement up to \$2,500 per year
- 9-80 work schedule (off every other Friday)

DISTINGUISHING CHARACTERISTICS

The position is responsible for the oversight of the customer service department, resolving customer issues and complaints. This position is also responsible for company payroll, benefits, HR issues, and Accounts Payable/Receivable. This position will attend Board meetings as well as keep minutes and assist with Board Agendas.

EXAMPLES OF DUTIES

- Manage the customer service department.
- Manage company insurance plans.
- Bi-weekly payroll and 401K reporting
- Maintains official records of Board proceedings and actions.
- Prepares a variety of correspondence memoranda, and other items as delegated by the General Manager.
- Operation and use of computer programs with the Microsoft Office 365, including MS Word, Excel, Outlook, PowerPoint, and Publisher.

TYPICAL PHYSICAL ACTIVITIES

- Communicates orally with Company management, co-workers, and the public in face-to-face, one-on-one and group settings.
- Talk and/or hear in person and by phone.
- Must be able to carry, push, pull, reach, bend, crouch, and lift objects and supplies weighing up to 40lbs.

- Use hands repetitively to operate computers and other standard office equipment.
- Sits for extended time periods.
- Vision within normal ranges.

EDUCATION AND EXPERIENCE

Any combination of education and experience, which would likely provide the necessary knowledge and abilities is qualifying.

A typical way to obtain the knowledge and abilities would be:

- 5-8 years' experience in Customer relations
- 5 years' experience in a supervisor position
- 5 years' experience in a water utility; preferable but not mandatory
- Specialized training or education in customer service practices, leadership, and human resources
- Education in accounting methods and principles
- Ability to speak a second language is desirable

SPECIAL REQUIREMENTS

Possession of a valid California Notary License is required, or ability to obtain a California Notary License within one (1) year.

Valid California Driver's License - Class "C". Must maintain an acceptable driving record as determined by the company's insurance carrier.

Ability to pass a pre-employment physical and drug screening.

OVERTIME ASSIGNMENTS:

The purveyance of water is a vital service to the community and as such always requires the availability of Company personnel. Consequently, employees will be required to respond to emergency calls, accept periodic overtime assignments, and perform all duties deemed necessary by the company. Lacking a bona fide excuse satisfactory to the company, a failure to report when called results in termination.

APPLICATION PROCESS:

Visit www.bsmwc.com for a complete job description. Applications can be completed and submitted online along with a resume at www.bsmwc.com/job-application.

FAIR LABOR STANDARDS ACT:

For the Fair Labor Standards Act, this position shall be considered an "Exempt" position.

EQUAL OPPORTUNITY EMPLOYER:

Bellflower Somerset Mutual water Company is an equal employer, and does not discriminate in hiring, training, promotion, compensation, or terms of employment based on race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status or sex.

AMERICAN DISABILITIES ACT:

The Company will make such reasonable accommodations to enable persons with disabilities to fulfill the requirements of the position in accordance with the Americans with Disabilities Act of 1990