



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

Website: www.bsmwc.com

OFFICE MANAGER

DEFINITION

Under general direction, plans, organizes, and manages the work of Companies personnel assigned to Customer Service; manages accounts payable; assist with budget preparation; performs a variety of complex functions in support of the human resources programs including benefit administration, recruitment selection, workers' compensation; labor and employee relations; performs related duties as assigned.

EXAMPLE OF DUTIES

The following are duties performed by employees in this class. Duties listed are not meant to be all-inclusive. Other duties may be required as assigned.

- Manages, assists, and assigns tasks and responsibilities to the Customer Service personnel on a regular basis.
- Monitor's progress or status of assigned projects and tasks to ensure productivity and quality of performance.
- Oversees the Companies collection activities related to customers.
- Authorizes corrections and adjustments made to customer accounts.
- Participates in the departmental formation of policies and procedures; reviews current procedures and initiates procedural changes.
- Coordinates work with Field personnel.
- Resolves more difficult customer relations situations, involving upset and dissatisfied customers, requiring a high degree of sensitivity and use of sound independent judgment.
- Process customer deposit and credit refunds.
- Makes recommendations for approval or disapproval of vacations and leave requests for subordinate personnel and maintains control of all leave requests to provide constant coverage of department.
- Prepares employee performance evaluations on a regular basis.
- Assists the General Manager with long-range planning of Customer Service functions and recommends billing system modifications when necessary.
- Assists with preparation and fiscal control of the customer service budget.
- Process payroll accounting functions.
- Ensures timely and accurate posting to the general and subsidiary ledgers.
- Manages accounts payable.

EXAMPLE OF DUTIES (continued)

- Prepares bank reconciliation statement.
- Manages workers' compensation claims.
- Manage damage claims and Company vehicle accident claims.
- Plans and coordinates all employee recruitment and selection activities; prepares all employment opportunity job postings, advertisements, and recruitment materials.
- Conducts new employee orientation.
- Coordinates and administers Company employee benefit programs including group insurance premiums, such as medical, dental, vision, employee assistant program, life and disability insurance, COBRA insurance premiums, processes requested changes for employee and Board of Director benefits plans, including change of address, addition, or deletion of dependents and changes in coverage, aids employees regarding benefit programs.
- Oversees the maintenance of confidential personnel records.
- Make recommendations for hiring, promotions, transfers, suspensions, or other disciplinary actions as judged appropriate.
- Maintains official records of Board proceedings and actions.
- Prepares a variety of correspondence memoranda, and other items as delegated by the General Manager.

EMPLOYMENT STANDARDS

Knowledge of:

- Company policies, rules, and regulations related to Customer Service area of responsibility regarding the establishment and maintenance of services.
- Standard office practices, procedures, and etiquette.
- Professional standards of sound business communications.
- Correct use of English, including spelling, grammar, and punctuation.
- Customer Service procedures and the handling of complaints.
- Geography of the Company and the location of Companies facilities.
- Principles of supervision, training, and work evaluation.
- Basic principles and practices of budgeting, accounting, and maintenance of fiscal controls.
- Rules and regulations required to work safely and efficiently.

Ability To:

- Operation and use of computer programs within the Microsoft Office 365, including MS Word, MS Excel, and MS Outlook.
- Communicate clearly, concisely, and effectively, both orally and in writing.
- Establish and maintain effective working relationships with Company management, employees, customers, and others encountered in the course of work.

Ability To (continued):

- Exercise leadership, authority, and supervision tactfully and effectively.
- Exercise sound and independent judgement within general policy guidelines.
- Provide supervision, training, work development, and evaluations for Customer Service personnel.
- Plan, organize, coordinate, and direct a variety of difficult and sensitive Customer Service functions of the Company.
- Skillfully use computerized billing and customer information systems and software.
- Gather and analyze data for special reports and studies.
- Prepare clear, concise, accurate and comprehensive correspondence, reports, and other written materials.
- Prepare and maintain accurate, complete, and confidential personnel records and files.
- Use tact, discretion, and diplomacy in dealing with sensitive situations concerning confidential personnel issues and employee relations.

TYPICAL PHYSICAL ACTIVITIES

- Communicates orally with Company management, co-workers, and the public in face-to-face, one-on-one, and group settings.
- Must be able to carry, push, pull, reach, bend, crouch and lift objects and supplies weighing up to 20 lbs.
- Talk and/or hear in person and by phone
- Uses a two-way radio for communication.
- Use hands repetitively to operate computers and other standard office equipment
- Sits for extended periods of time.
- 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:

- 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 could result in termination.

Fair Labor Standards Act

For the purposes of the Fair Labor Standards Act, this position shall be considered a General Employee Unit, “exempt” position.

Equal Opportunity Employer

Rowland Water District is an equal opportunity 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.

Americans with Disabilities Act

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

*Job Descriptions only present a descriptive summary of the range of duties and responsibilities for the specified position. Therefore, Job Descriptions **may not include all** duties performed by individuals holding the position. In addition, job descriptions are intended to outline the **minimum** qualifications necessary for entry into the position and do not necessarily convey the qualifications of incumbents within the position. Job Descriptions shall be periodically reviewed and updated by the General Manager.*

I have reviewed this Job Description with my Supervisor and agree with its contents.

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____