

**ORGANIZATION:** Roseburg Urban Sanitary Authority (RUSA)  
**LOCATION:** Roseburg, Oregon  
**DEPARTMENT:** Finance  
**JOB TITLE:** Office Assistant I

**DATE:** February 1, 2023

**General Duties:**

- Works under the supervision of the Finance Director.
- Answers phones and helps customers at the front desk at the Administrative office.
- Performs a variety of routine clerical, secretarial and administrative work using a computer.

**Specific Duties:**

- Acts as receptionist including answering phones, receiving customers and visitors and answering various inquiries and complaints.
- Answers phones timely with a clear and pleasant voice, routes calls with the ability to remember names, functions, locations and extensions of those served.
- Serves as counter cashier; receiving customer payments by cash, check, and credit card.
- Assist in title clearance requests.
- Handles communications with field personnel regarding locates, customer work order requests (stop crews), inspections and other items as needed.
- Opens, date stamps, and routes all incoming mail. Sorts payments for processing.
- Oversees fax and routes incoming faxes to appropriate personnel.
- Records Miscellaneous cash receipts as they are received.
- Initiates necessary actions regarding bills and payments. Such as address changes, billing inquiries, and vacancy credits.
- Prepares permits and has a general knowledge of the permit process.
- Oversees turning phones over at night and in the morning and checking messages.
- Assists with requisitions and purchase order process; including set up of new vendors.
- Assists in scanning and archiving Account Payable documents as needed.
- Assists with records retention duties or other finance department tasks as needed.

**Expectations:**

- Be willing to follow direction of the Finance Director.
- Perform all job responsibilities in a professional manner.
- Must be able to communicate and work with Finance department and all RUSA employees in a respectful, courteous manner.
- Adhere to RUSA personnel policies.
- Be a team player acting in the best interest of RUSA.
- Be comfortable working with the public all day.
- Treat all customers with courtesy, respect and in a friendly manner always (despite the situation).
- Work efficiently.
- Ability to sit for extended periods of time.
- Ability to be methodical and accurate in all computer transactions.
- Be willing to learn new tasks including assigned secretarial, clerical tasks, office practices and procedures, function of office machines and operation of computer.
- Be willing to take courses, if needed, to improve job function.
- Communicate errors or potential problems to Finance Director in a timely fashion.

- Be familiar with RUSA ordinances, procedures, policies and projects.
- Ability to perform duties with initiative and judgment and to use resourcefulness and tact in public contacts.
- Ability to understand and follow oral and written instructions and to apply common sense in carrying out these instructions.
- Skills in Word, Excel and Outlook.
- Ability to be organized and handle constant interruptions.
- Self-motivated and be able to work with little supervision.
- Dependable.

**Qualifications:**

- Must be a high school graduate (or completion of GED certificate) with considerable knowledge and competency in English grammar, spelling and mathematics.
- Experience or a combination of education, work and training involving such responsibilities as:
  - ❖ Answering phones, receptionist duties or some type of customer service experience in working with customers or the public.
  - ❖ Knowledge and skill with Word, Excel, Outlook and the Internet.
  - ❖ Working knowledge of office machines including computers, copiers, fax, 10-key machine and scanners.

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the classification, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this classification.*