

ORGANIZATION: Roseburg Urban Sanitary Authority (RUSA)	DATE: May 9, 2018
LOCATION: Roseburg, Oregon	
DEPARTMENT: Finance	
JOB TITLE: Office Assistant	
SALARY/BENEFITS: \$2,965.00 to \$3,783.00 per month. Medical, Dental, Vision, FSA, Deferred Compensation, Life Insurance, Retirement and paid sick and vacation benefits.	

General Duties:

- Works under the supervision of the Finance Director.
- Answers phones and helps customers at the front desk at the Administrative office.
- Assists General Manager and Finance Director as needed.
- Attends and records Board and Budget Meetings (generally during business hours).
- Performs a variety of routine and complex clerical, secretarial and administrative work using a computer.

Specific Duties:

- Acts as receptionist including answering phones, receiving customers/visitors and answering various inquiries and complaints along with constant interruption throughout the day.
- 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.
- Attends hearings and meetings to record official actions and significant parts of discussion through a recording device and transcribes official minutes.
- Transcribes minutes from all meetings, makes copies and distributes, and oversees record keeping of documents and recorded minutes from those meetings.
- Maintain and update Ordinance, Resolutions and Agreement records as needed.
- Types and submits all publication to newspaper, radio, TV or other as needed.
- Types correspondence, reports, contract documents and other material on general and technical subjects.
- Completes title clearance requests.
- Handles communications with field personnel regarding locates, 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.
- Organizes and maintains all Administrative files including projects, general and publications.
- Opens and sorts all incoming payments and payments stubs to be forwarded for cash receipting.
- 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.
- Responsible for electronic submittals of site reviews to the City and County. Oversees answering service responsibilities including turning phones over at night and in the morning and checking messages.
- Runs office errands daily including getting mail, dropping deposits at the bank and other miscellaneous items for Board, General Manager and Finance functions.
- Assist Accounting Specialist with customer account maintenance including scanning to customer files and returned bills.
- Prepare vacancy credits for approval.

- Initiates requisitions and purchase order process; set up new vendors and obtain W-9s as needed.
- Posts documents and updates the company website.
- Serves as backup for the Accounting Specialist in the posting of payments to the cash receipt system.
- Scans and archives Accounts Payable documents as generated.
- Scans Customer information to files 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 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, Windows, 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 with considerable knowledge and competency in English grammar, spelling and mathematics.
- Possession of a valid Oregon Driver's License and clean driving record.
- 2 years experience working in an office environment.
- 2 years 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, Windows, Excel, Outlook and the Internet.
 - ❖ Working knowledge of office machines including computers, copiers, fax, 10-key machine and scanners.