

Phelan Piñon Hills Community Services District
Job Description

JOB TITLE: Administrative Technician II

EXEMPT: No

DEPARTMENT: Administration

REPORTS TO: Administrative Services Manager

SALARY LEVEL: 12

APPROVED: 1/27/2020

SUMMARY:

Under the general direction of the Administrative Services Manager, the Administrative Technician II performs a variety of routine to complex customer service functions, billing functions, clerical and administrative support functions, delinquent accounts functions, meter-related construction and infrastructure administration, and accounts receivable functions. The Administrative Services Manager will assign some or all of the essential and secondary duties listed below to Administrative Technician II personnel, as deemed appropriate and necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (Responsibilities and duties may include, but are not limited to, the following)

- Responds to customer requests in person or by telephone, mail, e-mail, or fax to initiate, add, or terminate service accounts; explains billing practices and rates; processes turn-on and turn-off requests, new and transfer accounts, and service orders.
- Maintains records of past due customer accounts; prepares delinquent bill reminders and past due notices; sets dates for shut-off for non-payment; processes NSF checks and refers delinquent accounts to collection agency in accordance with established District policy; reverses late fees and delinquent processing charges within authority levels and when warranted by the circumstances.
- Generates service orders for field staff and makes a record of fieldwork completed; downloads and uploads information from meter reading devices into computer database and processes related reports.
- Prepares and posts account service, comment, and payment data to customer records by computer; assists in generating and preparing billing statements for mailing; reviews, analyzes and verifies preliminary billing ledger reports prior to processing bills.
- Prepares shut-off list and delinquent bills, processes disconnection service orders, and makes adjustments to accounts for applicable fees; prepares and mails letters to customers regarding delinquent accounts; follows up on delinquent customers and accounts that have been disconnected; follows up on letters in effort to make collections, prepares and files liens with the County.
- Responds to correspondence from customers, developers, insurance administrators, bonding companies, etc., in relation to meter sets and water line extensions; receives

will serve requests, prepares cost analysis and conducts research in coordination with field department and engineering staff regarding water availability; drafts water permits and logs meter install; compiles copy of permits and meter maps; sets up new meter accounts in CIS and billing system.

- Prepares invoices for damage to infrastructure; prepares invoices for maps and other miscellaneous charges.
- Administrates backflow prevention program; sends out letters and notices annually; logs backflow test results; works with customers on backflow problems.
- Prepares monthly reports regarding prepaid fees, meter connections, billing registers, customer adjustments, and all other billing related month-end reporting functions; verifies all accounts are in balance; reports discrepancies and makes adjustments within the policy set forth by the Administrative Services Manager.
- Orders and maintains supplies for the office, and prepares requisitions for miscellaneous items as assigned and in adherence with District's purchasing policy.
- Performs a wide variety of clerical tasks, including typing letters, memos, data entry, maintaining files, scanning files, picking-up and dropping off mail at post office, and sorting mail for distribution to District personnel.
- Answers and directs calls to appropriate District staff; answers a broad range of general information questions about District programs, policies, and procedures.
- Performs a wide variety of responsible administrative and secretarial duties for management, supervisory staff, and other division staff as assigned; attends to a variety of administrative details to ensure smooth operations of the assigned department of division in serving its customers.
- Types and/or drafts a wide variety of administrative, memorandum, financial, technical documents and reports from drafts, notes, dictations, or brief oral instructions using word processing software; proofreads or independently composes correspondence and reports related to assigned area of responsibility.
- Performs administrative activities of routine and moderate difficulty in support of various departments, which may include developing and updating a variety of databases and ability to perform complex mailing distributions.
- Operates a variety of office equipment including copier, fax machine, adding machine, postage meter, and scanner; utilizes various computer applications and software packages; maintains and generates reports.
- As assigned, assist with designs of exhibits or similar materials, creates text and graphic layouts of internal and external communication pieces and collateral materials, including pamphlets, flyers, fact sheets, brochures, invitations, and giveaway/collateral materials.
- Reads, understands, and ensures compliance with the District's safety policies; attends safety meeting as required; reports all accidents, violations, or infractions to supervisor.
- Participates in cross-training and provides backup to other department staff.
- Regular attendance at worksite.

SECONDARY DUTIES AND RESPONSIBILITIES: (Responsibilities include, but are not limited to, serving as back-up for the following)

- Acts as Board secretary by attending meetings, preparing minutes and Board materials, scheduling meetings, arranging travel and accommodations for Directors and staff, and coordinating events on behalf of Directors/staff.
- Schedules community center rental, including updating the calendar, preparing invoices, compiling deposit checks and insurance, creating and closing rental accounts, refunding deposit checks, keeping track of expiration dates on insurance.
- Participates and oversees catering/meal services, and other preparation for training, meetings, and workshops.
- As assigned, handles development and update of websites and District calendar; interacts with the web servers and provides technical updates, support of text, photos, charts, and graphs.
- Prepares invoices for payment and enters them into database; prepares reports and prints accounts payable checks; computes and prints annual reports for accounts payable vendors.
- Verifies deposit, as prepared for the bank, enters cash receipts in subsidiary ledgers in the computer; processes payments and enters payments on computerized system; prepares deposit to go to the bank and records daily deposits to the cashbook.
- Inputs inventory parts and materials; enters quantities received and used; prepares reports; coordinates service orders and purchase orders in conjunction with inventory.
- Runs reports on accounts that have liens, tracks liens in spreadsheets and maintains lien release records, prepares and submits lien releases to County.
- Reviews and prepares standby assessments for public hearings and submission to County for inclusion on tax rolls.
- Reviews and prepares delinquent accounts for public hearings and submission to County for inclusion on tax rolls.
- Performs related duties and responsibilities as required.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Possession of, and the ability to maintain, a valid California Driver's License with a satisfactory driving record is required.
- Possession of, and the ability to maintain, current driver's insurance is required.

EDUCATION AND/OR EXPERIENCE:

- Qualifications for the position include any combination of education and experience that would provide the required knowledge and abilities to perform the duties of the position. A typical way to obtain the required knowledge and abilities would be equivalent to an Associate's degree from an accredited college or university with major

coursework in business administration, customer service, office related functions, or a related field with three (3) years of experience in a similar position.

- Minimum of five (5) years related experience, or training and education, or a combination of training and education necessary to meet the minimum requirement.
- Completion of, or ability to complete within one year of appointment, either six (6) semester units or eight (8) quarter units of coursework in communications, customer service principles, accounting, or computer technology at an accredited college or university, or ninety (90) contact hours of instruction in customer service principles, accounting, or computer technology at a recognized vocational or adult school, or an equivalent program of instruction acceptable to the District.
- Experience in customer service functions in a government or public utility setting is highly desirable.

QUALIFICATION REQUIREMENTS:

The requirements listed below are representative of the knowledge, skill and/or ability required.

KNOWLEDGE OF:

- Modern customer service techniques, practices, and principles; techniques for dealing with delinquent accounts.
- Modern office procedures, methods, and equipment, including computers, software applications such as word processing, spreadsheets, statistical databases, and automated accounting systems.
- Cash handling techniques.
- General business mathematics and calculations.
- Correct English usage, including spelling, grammar, and punctuation.
- District personnel rules and policies.
- Principles and methods of business correspondence, recordkeeping, and filing.

ABILITY TO:

- Provide tactful and courteous service to the public.
- Resolve complaints in a calm and effective manner.
- Perform mathematical calculations accurately and quickly.
- Respond to requests for information from the public and other departments in an accurate and timely manner.
- Explain District policies and procedures to customers.
- Work under steady pressure with frequent interruptions.
- Work independently in the absence of close supervision.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.

- Establish and maintain cooperative working relationships with those contacted within the course of work.

TYPICAL PHYSICAL DEMANDS:

The physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- On a continuous basis, sit at a desk and in meetings for long periods of time.
- Use a computer for long periods of time.
- Write or use keyboard to communicate through written means.
- Perform simple grasping and fine manipulation of objects.
- Travel occasionally by automobile in conducting District business.
- Occasionally travel by airplane in conducting District business.
- Regularly required use of hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear.
- The employee frequently is required to sit.
- Occasionally required to stand, walk, stoop, kneel, crouch or crawl.
- Must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.