

Department: Administration**FLSA Status:** Non-Exempt**Supervisor:** Finance Director

POSITION SUMMARY:

This is a semi-professional administrative position of a confidential nature providing comprehensive administrative support. This position is responsible for performing a variety of administrative and clerical tasks with a primary focus on utility billing operations and accounts receivable. Key responsibilities include ensuring accurate and timely billing for utilities, managing customer accounts, coordinating service requests, and serving as the main point of contact for customer inquiries related to electric and water services. In addition, this role is responsible for the accurate preparation and timely processing of bi-weekly payroll for all employees. This Administrative Assistant position reports directly to the Finance Director.

ESSENTIAL DUTIES:

- Perform data entry, filing, and document management related to utility accounts to ensure current, accurate records.
- Import utility usage data for all customer accounts and generate and distribute monthly bills.
- Verify meter readings through the MDM system, investigate discrepancies, and correct billing errors as needed to ensure the accuracy of monthly utility billing.
- Post daily payments to the appropriate customer accounts, maintaining accurate payment records.
- Balance daily receipts.
- Facilitate the collection efforts for delinquent accounts; prepare delinquent account notices and coordinate shutoff/reconnection of services.
- Ensuring that landlords are notified monthly of tenant past-due accounts.
- Prepare daily bank deposits and allocate credits to the appropriate fund accounts.
- Handle account setup for new customers and process account closures.
- Generate work orders for meter reads, service connections/disconnections, and maintenance.
- Monitor and maintain the functionality and integrity of the AMI system.
- Assist with the PA One Call system to ensure timely and accurate utility locate requests.
- Respond promptly and accurately to customer inquiries regarding billing, payments, and services via phone, email, and in person.
- Coordination with the Electric & Water Departments regarding service/meter reading issues, etc.

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- Maintain a collaborative and harmonious working relationship with the Public Works Director and other team members, fostering a positive team environment.
 - Respond to CRC requests as necessary and maintain the on-call scheduling system.
 - Data entry to process bi-weekly payroll using payroll records submitted by Borough employees.
 - Prepare correspondence and perform other administrative and clerical functions as requested by department heads.
 - Assist the public with general inquiries.
 - Sort and distribute mail, including sensitive materials and information.
 - Answer phone calls and direct them to the appropriate departments or employees.
 - Handle customer complaints in a professional and timely manner to ensure resolution.
 - Respond to requests for information, ensuring clarity in communications.
 - Obtain and maintain a notary public commission in compliance with state laws and regulations.
 - Support general administrative functions as needed.
 - Other duties as assigned.

REQUIRED TRAINING, EXPERIENCE AND SKILLS:

- Familiarity with operating standard office equipment, including scanners, printers, calculators, POS systems, and multifunction devices.
- Knowledgeable in operating automated utility billing systems.
- Proficiency in Microsoft Office Suite as well as the ability to quickly learn and use software applications.
- Familiarity with ADP payroll processing system.
- Prior office experience; a minimum of two years of related experience.
- Strong written and verbal communication skills.
- Ability to organize and maintain records and files.
- Work closely with people and provide professional representation of the Borough.
- Ability to effectively plan and organize workload in a timely fashion.
- Strong attention to detail

BOROUGH OF ZELIENOPLE

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- Ability to maintain confidentiality where necessary.
- Possession of a valid Pennsylvania Driver's License.

EDUCATION:

Associate's Degree in business, accounting or similar degree and/or commensurate experience.
Bachelor's degree highly preferred.

PHYSICAL DEMANDS FOR ESSENTIAL FUNCTIONS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.
- Operate a variety of standard office equipment, including a personal computer that requires a continuous and repetitive eye, arm, and hand movement.
- Employee is regularly required to sit at a desk for work and meeting for long periods of time.
- Tasks may entail muscular strain, including walking, standing, stooping, sitting, reaching, and lifting objects between 5 -25 lbs.
- Common eye, hand, and finger dexterity is required for most essential functions.
- Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

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DISCLAIMER:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily, with or without reasonable accommodation. The list of requirements, duties, and responsibilities is not exhaustive but is representative of the current job. The knowledge, skills and/or abilities listed are typically required to perform this job successfully. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to satisfactorily perform the essential functions. Management reserves the right to revise the job description and to require that other tasks be performed when the circumstances of the job change (for example: emergencies, changes in personnel, workload, or technical development).

I have read the above position description and understand the requirements set forth therein. I acknowledge that I can perform the essential functions of this position with or without reasonable accommodation.

Signature of Employee

Date

Signature of Supervisor

Date