

**BANKS COUNTY, GEORGIA
CLASSIFICATION SPECIFICATION**

CLASSIFICATION TITLE:

OFFICE MANAGER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to coordinate utility billing activities, to include generating and mailing water/sewer utility bills, receiving and processing utility payments, establishing new customer accounts, maintaining customer records, and providing customer service.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Processes a variety of documentation associated with departmental operations, per established procedures and within designated timeframes; reviews documentation for accuracy and completeness.

Produces water/sewer utility bills; loads and unloads data to/from computerized meter reading units; installs meter reading into handheld meter reading units used by meter readers; downloads readings from handheld units to personal computer; prints utility bills; sorts bills and processes for mailing.

Performs customer service functions; provides assistance and information related to utility services, accounts, bills, charges, rates, procedures, forms, or other issues; responds to questions, complaints, or requests for service; initiates problem resolution.

Receives moneys in payment of water/sewer utility services, tap fees, or other fees/services; records transactions and issues receipts; counts/balances daily revenues, prepares daily transactions reports, and forwards revenues as appropriate.

Assists customers in establishing new sewer/water accounts; receives applications for service from customers; enters data into computer to set up customer accounts; maintains files of applications and related documentation.

Researches customer accounts, meter reading records, or other information as needed; calculates water usage, water rates, and water bills to obtain accurate billing information; researches and resolves problems.

Receives, opens, and sorts mail; processes water payments received in mail; distributes mail to other personnel as appropriate.

Prints meter reading sheets.

Produces a variety of reports relating to billing activities, revenues, status of accounts, cut-off services, or other department activities; forwards cut-off reports to service crew for cut-off of service; maintains files/records of reports; submits wastewater reports or other required reports to Environmental Protection Department or other agencies/individuals as appropriate.

Prepares or completes various forms, reports, correspondence, service tickets, daily transactions reports, post transactions reports, late reports, cut-off reports, wastewater reports, county billing reports, Development Authority billing reports, meter reading sheets, or other documents.

Receives various forms, reports, correspondence, payments, new service applications, meter reading sheets, hydrant applications, returned service tickets, wastewater reports, easement forms, water conservation plan, policies, procedures, handbooks, maps, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, database, or other programs; performs basic maintenance of computer system and office equipment, replacing paper, ink, or toner; coordinates service/repair activities as needed.

Answers incoming telephone calls; provides information and assistance; records/relays messages or directs calls to appropriate personnel; retrieves messages from voice mail; returns calls as necessary; communicates via radio with service crew workers.

Communicates with supervisor, employees, other departments, customers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

ADDITIONAL FUNCTIONS

Performs general/clerical tasks, which may include typing documents, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by college level course work or vocational training in bookkeeping, billing, office administration, and personal computer operations; supplemented by one (1) year previous experience and/or training involving utility billing, accounts receivable, general office work, customer service, and personal computer operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Banks County, Georgia, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.