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| Job Title: | Administrative Assistant | Job Category:  | Office Administration  |
| Department/Group: | Cherokee Co. RWD #16 | Job Code/ Req#: |  |
| Location: |  | Travel Required: | Minimal  |
| Level/Salary Range: |  | Position Type: | Full Time |
| HR Contact: |  | Date posted: | 8/11/2021 |
| Will Train Applicant(s): | Must have education/ experience | Posting Expires: |  |
| External posting URL: |  |
| Internal posting URL: |  |
| Applications Accepted By: |
| Fax or E-mail:Okrwd16@gmail.comSubject Line: Administrative Assistant/ Cherokee Co RWD #16**Attention:** Cherokee RWD #16 | Mail:Cherokee Co RWD #16c/o OK WaterPO Box 94460Oklahoma City Ok 73143 |
| Job Description |
| **Basic Function** **Cherokee Co RWD #16 is currently seeking an Administrative Office Assistant to perform general office duties, work with other office staff, field staff and handle duties for upper management. We are looking for an individual who is efficient, detail oriented and comfortable being a member of a team. The ability to multi-task, while maintaining complex schedules and managing administrative, accounts receivables and customer support, is essential in this position. The ideal candidate for this job is resourceful, a good problem solver and organized. Assuring a steady completion of workload in a timely manner is key to success in this position.****Role and Responsibilities** 1. **Answer incoming calls and assume other receptionist duties.**
2. **Take complaints, research and resolve disputes and conflicts.**
3. **Generate memos, emails and reports when appropriate.**
4. **Scanning and filing.**
5. **Assist with system administrative duties**
	1. **Process billing for system customers**
	2. **New taps and transfers**
	3. **Customer service**
	4. **Phone calls**
	5. **Work orders (disconnects, meter change out, leak, etc.**
	6. **Enter and reconcile payments**
	7. **Prepare financial reports and board reports as requested**
	8. **Assist with all other administrative duties for the system according to by-laws**
6. **Respond to questions and requests for information.**
7. **May be asked to update social media or web pages for the systems as needed and all other duties assigned.**

Qualifications and Education Requirements* **Ability to work under pressure and maintain a tight schedule**
* **Creative thinking – Possess the ability to develop and create new ideas, systems, and relationships for the success of the organization**
* **Decision making skills: Have the ability to analyze information and evaluate results in order to make the best decision in solving problems**
* **Planning skills: – Must have the ability to develop specific plans and goals to help in accomplishing tasks efficiently**
* **Ability to take complaints and resolve disputes and conflicts with various personality types**
* **Motivating skills: Must be able to encourage and build team spirit among staff, bringing about mutual respect and cooperation**
* **He/she must have pleasant personality and display managerial and leadership abilities**
* **Must be able to accept risks and manage people to mitigate risks**
* **Must have a positive charismatic personality to promote a positive environment**
* **Minimum of 2 years of office administration experience**
* **Proficiency in MS Office with expertise in Microsoft Excel, Word, QuickBooks**
* **Proficiency in database entry**
* **Ability to analyze and revise operating practices to improve efficiency**
* **Detail oriented and comfortable working in a fast-paced office environment**
* **Exceptional communication skills**
* **Superior organization skills and dedication to completing projects in a timely manner**

**Preferred Skills** **Eligible applicants must be motivated self-starters with a minimum of 2 years office administration experience and must have good communication skills. Accounts receivable experience, excellent customer service skills, account reconciliation, daily deposits, monthly billing and monthly board meetings are all required. Must be willing to coordinate with other departments to ensure all aspects of each project are met and follow up on all requests to ensure members of the District are a priority.** |
| Reviewed By: |  | Date: |  |
| Approved By: |  | Date: |  |
| Last Updated By: |  | Date/Time: |  |