

# CHARTER TOWNSHIP OF UNION JOB DESCRIPTION

## PUBLIC SERVICES ASSISTANT

**Supervised By:** Public Services Director

**Supervises:** No supervisory responsibility

**Position Status:** Regular, Full-Time

**FLSA Status:** Non-exempt

### **Position Summary:**

Under the supervision of the Public Services Director, is responsible for all utility billing, hook-up fees, and record keeping. Maintains utility records and responds to customer inquiries and concerns as well as the scheduling of service calls and meter reading. Functions more broadly as an administrative assistant for the department handling emergency calls, various records management, public interaction and secretarial support.

### **Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Maintains all aspects of the utility billing system including the preparation of quarterly billing statements, meter reading route preparation, customer complaints and questions, name and address changes, final bills, new account set ups, file maintenance, meter and touchpad installation scheduling and all administrative work involved with the billing process.
2. Utilizes the utility billing software in a proficient manner and maintains all records in accordance with established procedures.
3. Maintains other files and records for the Public Services Department and assists the Director in a full range of support tasks requiring typing, spreadsheets and databases and correspondence processing skills.
4. Assists with providing information for the yearly audit in regards to public works purchases, procedures, and utility billing questions.
5. Assists with handling emergency calls and situations pertaining to public works and coordinating appropriate personnel and contractors to correct situations and make any necessary repairs. Informs the public of any dangers that may arise due to a utility emergency and in the absence of the Public Services Director report these emergencies to

- the appropriate state and federal agencies in accordance with reporting rules and regulations.
6. Compiles operational statistics and completes a variety of reports required by the Township, state, and other agencies.
  7. Assists the Public Services Director with the administration of department programs such as cross connection inspections, Industrial Pretreatment Program and yearly backflow device testing. Maintains associated records and files.
  8. Assists with the bidding of capital improvement projects and equipment purchases based upon the Township's approved purchasing policy.
  9. Assists the Public Services Director with administering ordinances, policies, and procedures by providing administrative support.
  10. Responds to public inquiries pertaining to department operations from citizens, engineers, developers, and contractors.
  11. Assists with utility hook-up cost estimates as well as the preparation of water and sewer permits.
  12. Assists with the maintenance of the Asset Management Program for the water and sewer systems, including data input pertaining to water and sewer assets, maintenance of asset records, and yearly reporting to appropriate state and federal agencies.
  13. Supports other clerical personnel on an as-needed basis.
  14. Performs other duties as assigned.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- High school diploma supplemented by additional vocational training in bookkeeping and records management.
- Three or more years of experience in performing general bookkeeping tasks, ideally related to utility billing.
- The Township, at its discretion, may consider an alternative combination of formal education and work experience.

- State of Michigan Vehicle Operator’s License.
- Knowledge of the professional principals, practices and techniques of bookkeeping, including cash handling procedures.
- Ability to complete mathematical computations quickly and accurately.
- Skill in the use of office equipment and technology, including Microsoft Suite applications and financial software specific to the department; and the ability to master new technologies.
- Skill in maintaining accurate records, reconciling financial accounts, and preparing financial reports.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with Township officials, contractors, other governmental agencies, industrial/commercial contacts, and the public.
- In addition to the above requirements, all Township positions require the ability to read, write, speak and understand the English language as necessary for the position; the ability to follow written and oral instructions; and the ability to courteously serve the public. Township employees are also expected to possess and maintain a record of orderly, law-abiding citizenship, sobriety, integrity and loyalty as it pertains to and reflects upon their employment with the Township.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move items of light weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.

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*The Charter Township of Union provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*