

# ***Humboldt Bay Municipal Water District***

## **OFFICE HELPER Part-Time**

### **DEFINITION**

Performs a variety of administrative and secretarial support activities. Provides support in the areas of retail billing and customer service, document preparation, data entry, general office support, public contact work; and performs other job related work as required.

### **EXAMPLES OF DUTIES**

1. Serves as receptionist and customer services representative, greets the public and provides information on routine questions and directs complex technical questions or unusual requests to appropriate staff members; takes and relays messages.
2. Under the direction of the Office Manager, responsible for the District's retail billing and retail customer service functions. Ensures all retail payments and posting to the billing system are completed in an accurate and timely manner. Prepares bank deposits. Responds to customer inquiries and performs analyses of water use and account activities as required.
3. Performs a wide variety of office assistance and general office support work including document preparation, filing, proofreading, checking, recording information.
4. Operates a variety of office equipment including typewriter, computer terminal, adding and calculating machines, mailing equipment, photocopiers and scanners.
5. Utilizes computer software such as word processing, database and spreadsheet applications to input and retrieve data, produce various reports, graphs and spreadsheets.

### **SPECIAL REQUIREMENTS**

1. Possession of the category of California's Driver's license required by the State Department of Motor Vehicles to perform the essential duties of the position. Job incumbents must maintain a driving record acceptable to the District's insurance carrier. Compliance with these requirements and established district vehicle operation standards are a condition of continuing employment.

### **ESSENTIAL JOB FUNCTIONS**

A person employed in this position must be able to:

- a) sit for extended periods of time,
- b) operate a variety of office equipment (computer, copy machine, fax, etc.)
- c) operate a motor vehicle,
- d) perform minor physical activities which involve bending, lifting and reaching,
- e) solve complex problems requiring the ability to think critically,
- f) communicate with others, verbally and in writing,
- g) work cooperatively and get along well with other people.

### **DESIRABLE QUALIFICATIONS**

#### **Training and Experience:**

Any combination of training and experience that provides the required knowledge and abilities is qualifying.

#### **Knowledge/Ability:**

- Strong written communication skills including the use of proper English, spelling, grammar and punctuation.
- Strong receptionist, verbal communication and telephone skills.
- Ability to deal tactfully and courteously with the public and other District staff when providing information.

- Strong organizational skills.
- Basic arithmetic operations.
- Office methods and procedures, including filing and record keeping systems.
- Standard office machines and equipment. Working knowledge of desktop computers and, in particular, Microsoft Office applications (especially Word, Excel, PowerPoint and Access).
- Apply rules, policies, and precedents in different situations.
- Understand and carry out oral and written directions.