



MAGNA WATER DISTRICT

JOB DESCRIPTION

Title: Office Clerical/Accounts Receivable **Updated:** April 2021

Reports to: General Manager

Group/Division: Finance/Administration

Labor Category: Union, Non-exempt

Wage: \$16.99 to \$23.60 per hour expected/depending on experience

Job Summary:

Responsible for office clerical duties, consisting of, but not limited to answering customer calls, customer walk-ins and drive-up, taking utility payments, and setting up new customer accounts, and final customer accounts. Completing requests for final assessments for the property. Work closely with District Controller, District Engineer, and developers, creating invoices for new development, tracking, and maintaining new subdivisions for payment of development, impact fees, and water and sewer availability. Work closely with District Inspector and contractors to administer permit inspections of water and sewer connection. Prepare various financial reports for management staff and the Board. Complete other tasks as assigned.

Essential Duties and Responsibilities:

	Description	% of Time
1.	Customer Service: Answering customer calls, customer walk-ins, and customer drive-up window. Taking utility payments, setting up new customer accounts, final customer accounts. Completing requests for final assessments for the property.	75
2.	Accounts Receivable: Work closely with District Controller and District Engineer creating invoices for new development, tracking, and maintaining new subdivisions for payment of development and impact fees.	15
3.	Delinquent Customer Accounts: Prepare shut off list, prepare shut off notices. Report delinquent properties to Salt Lake County for certification.	5
4.	Maintain employee's certification grades and renew each year.	5

General Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. The requirements of this position provide that the employee work in a safety sensitive manner and carry out his/her duties as such.

Prior Work Experience: Experience with customer service via phone and in person.

Education and Training: High school diploma, or equivalent.

Experience and Abilities: Would prefer experience with Microsoft Excel, Microsoft Word. Possess ability to be attentive to detail, problem solving, some basic computer skills i.e.: creating folders, moving files, locating files.

April 5, 2021

In-house posting from April 5 – April 12, 2021 till 5:00 pm



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Background Knowledge:

1. Must have personal and organizational dynamics and aid with reviewing, developing, and implementing District-wide operating policies and procedures.
2. Requires a basic knowledge of the District's products and services; knowledge of short-range technical plans; basic knowledge of overall long-range plans.

Performance Expectations:

1. Must have the ability to plan, coordinate and implement the projects independently and report outcomes to Management.
2. Must have the ability to make logical decisions using generally recognized skills and techniques.
3. Must have verbal and written communication skills with the ability to communicate with executive staff, outside agencies, customers, and employees. Expected to comprehend and construct detailed memos, letters, and other correspondence.
4. Must be able to work independently and function with general guidance available.
5. Must demonstrate safety leadership by promoting and facilitating the safety of co-workers and the public. Must perform all job tasks in compliance with MWD safety policies and procedures.

Required Skills and Abilities:

1. Must be able to rely on policy, written guidance, or internal discussions to resolve problems.
2. Must have written and verbal skills to communicate effectively with employees and customers.
3. Must have advanced skills in general office equipment, computers, computer software and other analytical tools of the industry.

Physical Demands:

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.

1. Common dexterity is continuously required.
 - a. While performing the duties of this job, the employee is regularly required to: talk and hear.
 - b. The employee is frequently required to: sit or perform repetitive wrist, hand and/or finger movement.
 - c. The employee is occasionally required to: feel attributes of objects, grasp, push, stand, walk, drive, reach with arms or hands, stoop, kneel, crouch and crawl.
 - d. The employee must lift weight or exert force as follows:
 - i. Regularly: 1 to 5 pounds
 - ii. Frequently: 6 to 10 pounds
 - iii. Occasionally: 11 to 15 pounds
 - iv. Rarely: 16 to 75 pounds

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- e. Specific vision abilities include: Clarity of vision at 20 feet or more and 20 inches or less. Ability to adjust eye to bring an object into sharp focus.
2. Good working conditions within a safe office environment. Infrequent exposure to outdoor weather conditions.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Overall Effort and Work Location:

1. Provides daily direct service to management staff and employees. Has frequent contact with contractors and consultants.
2. Must be able to withstand daily mental strain and pressure. Must be flexible to adjust for constantly changing operations.
3. Work is generally performed during normal business hours. Must be able to work a predictable and consistent schedule with occasional after-hours work required as determined by the changing circumstances. Occasional travel required both within and outside of the state to attend meetings or obtain training.

Submission of Resumes:

Interested individual shall submit a resume to Clint Dilley, General Manager, via email at clintd@magnawater.com . This position will be open until filled.