



CITY OF THE VILLAGE OF INDIAN HILL  
POSITION DESCRIPTION

**TITLE:** Administrative Assistant

**DEPARTMENT:** Water Works/Finance

**SUPERVISOR:** Finance Director/Tax Commissioner

**FUNCTION:** Performs bookkeeping duties and maintain accurate accounting records for the water department, including customer consumption records and payments; respond to citizen complaints and resolve concerns; greet members of public who come to window, accept and process cash payments, provide customer service to walk in customers and telephone customers; implement the Village's Income Tax Ordinance by processing and recording tax payments, auditing tax returns and responding to tax questions.

Provides various other accounting and administrative services, as needed, within the Water Works and Finance Departments.

**REPRESENTATIVE LIST OF RESPONSIBILITIES:**

- General Phones: Answers and screens incoming telephone calls; directs calls as appropriate; provides routine Village information to customers and the general public; works cooperatively with other Administrative Assistants to cover phones and provides various administrative activities.
- Water: Loads handheld meter reading units with appropriate files. Uploads readings and reviews routes as they are completed. Coordinates the water invoices and billings with the Meter Readers and Finance Director/Tax Commissioner. Maintains payment records, processes payments and follow up billings. Issues penalty billings and shut off notices as needed.
- Water: Oversees receivables into the Central Cash Accounting Software and coordinates deposits with Finance Director/Tax Commissioner. Works with Village banking institutions and customers to coordinate Bill Payer 2000 setup and payment processing.
- Water: Assumes responsibility for maintaining accurate records and documentation and reporting any problems or discrepancies to Finance Director/Tax Commissioner.
- Water: Answers incoming calls on the water works lines. Researches and responds to customer concerns and requests made by private contractors working in the Village water

district. Coordinates scheduling of customer work orders for the water works maintenance personnel. Update customer work order file with service visit results.

- Water: Assumes responsibility for effectively researching, tracking and resolving (or properly referring) water account problems or discrepancies.
- Water: Responsible for customer set up, customer maintenance and notifying residents about emergencies or water main repairs.
- Water: Issues Fire Hydrant Permits and Meter Applications as needed.
- Water: Responsible for maintaining effective communication with the Water Works personnel and management.
- Income Tax: Audits tax returns to ensure all legally required taxes are paid; receives income tax payments; records payments to proper account; communicate with taxpayers and accounting representatives regarding tax account questions and other related tax duties as assigned.
- Provides administrative assistance to Finance Director/Tax Commissioner and Public Works/Water Works Superintendent as needed.
- Attends monthly Green Area Advisory Committee meetings and records minutes for permanent record.
- Maintains spreadsheet with forwarding addresses and new resident information to be used for bulletin mailings and directory updates.
- Regular and predictable attendance.

**SUPERVISION:** none

**EQUIPMENT USED:**

Computer including word processing, spreadsheet, database and various software programs, calculator, copy machine, fax machine, printer, telephone, postage machine, forms folder/inserting machine and other small office equipment.

**CIVIL SERVICE STATUS:** Exempt

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Strong verbal and written communication skills are essential as the position interacts daily with residents, councilmembers, vendors and staff.
- An outgoing personality and pleasant demeanor are essential as well as willingness to be a team player and work collaboratively with staff.
- Must be organized, detailed-oriented, self-motivated and have ability to effectively prioritize workloads.
- Strong working knowledge of Microsoft Outlook, Word and Excel are essential.

**PHYSICAL REQUIREMENTS OR RESTRICTIONS FOR POSITION:**

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

Generally sedentary work with low physical effort required to sit, stand, bend, stoop, push, pull, carry, lift and walk. Light work involves occasionally lifting, carrying, pushing or pulling objects, equipment and supplies up to 20 to 30 lbs. Dexterity to use keyboard, monitor and calculator and various small office equipment. Vocal communication is required to perceive, express or exchange ideas by means of spoken word; hearing is required to perceive information at normal spoken word levels; and visual acuity to prepare and analyze written or computer data, equipment and reports. Work is generally performed indoors in a temperature controlled environment. Potential to work extended and irregular hours.

**MINIMUM EDUCATIONAL AND EXPERIENCE REQUIREMENTS:**

An associate's degree in accounting or closely related field preferred with demonstrated experience in accounting software applications or two years of work experience in general accounting/office administration with extensive computer knowledge. Governmental accounting software experience highly preferred, but not essential.

**LICENSES OR CERTIFICATIONS REQUIRED:** none

The duties listed above are intended only as illustrations of the various types of activities, duties or responsibilities that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the requirements of the position change.