

Public Water Supply District No. 3 of Johnson County

Employment Opportunity **Office Clerk**

POSITION OVERVIEW:

This position is a key contact for consumers and staff for PWSD No. 3. Duties will include general office services and related activities while providing an overall positive image of the District through exceptional public relations.

PRIMARY DUTIES

- Opens and sets up the office for normal operation. Closes and secures the office at end of operations.
- Request Mo One-Call locates for our dig sites and keeps current renewals for efficient time management.
- Processes Missouri One-Call customer requests and coordinates emergency class tickets as needed.
- Mail pickup and distribution. Prepares and mails a variety of correspondence.
- Provides customer service for internal and external customers by the most appropriate or responsive methods.
- Responds appropriately and in a timely manner to customer issues, complaints, suggestions etc.
- Establishes new customer accounts and finalizes out-processing accounts.
- Provides administrative support to internal and external customers.
- Trains additional office employees as needed.
- Prepares different types of work orders for District action and enters completed work orders.
- Acts as answering service for the District during office hours.
- Creates and maintains on-call schedule. Updates after hours answering service on-call rotation.
- Files records and documents.
- Sets up meter reading equipment and inputs meter readings to the billing system.
- Enters customer payments into billing system.
- Responsible for getting daily deposits ready to go to the bank.
- Creates customer lists and invoices for other water/wastewater entities.
- In the absence of or in unison with the District Clerk, monitors, performs or supports all clerk duties as needed.
- Operates and maintains electronic and computerized office equipment.
- Creates informational packets for Board meetings.
- Prepares scheduled and unique reports.
- Safeguards document and computerized records from loss, destruction, theft, etc.
- Meets the requirements of Records Management.
- Prepares different types of work orders for maintenance action and enters completed work orders.

Public Water Supply District No. 3
106 SE 421 Road Warrensburg, MO 64093
Ph: 660.429.2494 Fx: 660.429.2978
admin@pwsd3.com www.pwsd3.com

Public Water Supply District No. 3 of Johnson County

GENERAL DUTIES

- Perform other necessary tasks as directed by the General Manager.
- Accepts responsibility as PWSD No. 3 Clerk.
- Coordinates scheduled work absences in advance with the General Manager.
- Comply with Missouri Sunshine Law and record requests.
- Meets the requirements of the Employee Handbook.
- Be responsible in arriving and leaving work on time and completing time sheets.
- Maintains a professional image through team attitude, appearance and daily activities.
- Work with fellow employees in a professional manner.
- Always be professional with public communications.
- Excellent organization, communication, and computer skills.

ABILITY TO:

- Learn job-related material primarily through oral instruction and observation in an on-the-job training setting.
- Work cooperatively with other employees and the public.
- Understand and follow oral and written instructions in the English language.
- Clearly communicate verbally via in person or phone with co-workers, customers, and the general public in a one-on-one situation.
- Compute mathematical calculations.
- Handle multiple tasks simultaneously.

ADDITIONAL REQUIREMENTS:

- Must have High School diploma or GED. Bachelor's degree preferred. Experience may be substituted for education.
- Attention to detail is required.
- Valid Drivers' License.
- Must pass a pre-employment substance abuse test and background check.

PWSD No. 3 provides a competitive salary, excellent benefits and is an equal opportunity employer. Applications can be completed online at pwsd3.com or sent to 106 SE 421st Rd. Warrensburg, MO 64093.

Public Water Supply District No. 3
106 SE 421 Road Warrensburg, MO 64093
Ph: 660.429.2494 Fx: 660.429.2978
admin@pwsd3.com www.pwsd3.com