

OFFICE ASSISTANT

BUTLER PUBLIC POWER DISTRICT DAVID CITY, NEBRASKA

1. JOB SUMMARY:

Under the Supervision of the Office/Human Resource Manager, the Office Assistant is to provide effective and professional customer service on a day-to-day basis. To contribute efficient, accurate and courteous service that will increase satisfaction and promote goodwill between the District and its customers. To gain knowledge of all areas concerned with customer accounts, adjustments, payments, payment arrangements, deposits, rates and letters of credit. Acts as back-up to Billing Coordinator. Is thoroughly familiar with District's policies and general office procedures.

2. PREREQUISITES

- (a) Must display effective written and oral communication skills, to include ability to tactfully and courteously communicate with the general public and other employees.
- (b) Must have ability to coordinate or perform multiple priority projects as well as identify and solve problem areas.
- (c) Must have knowledge of and be able to follow District's procedures and policies as they relate to customers and BPPD in general.
- (d) Must have ability to handle confidential information and possess high degree of integrity and honesty.
- (e) Willing to work over-time, holidays and weekends in emergency situations.
- (f) Willing to participate in special training programs/classes as requested.
- (g) Proficient in use of computer programs including Microsoft Outlook, Excel, Word and Power Point.
- (h) Promotes Public Power model.

3. DUTIES AND RESPONSIBILITIES

General Duties:

- (a) Answers multi-line telephone system in prompt, courteous and efficient manner, making sure accurate information is provided, or the caller is referred to proper individual, realizing that a professional image in handling calls is required.
- (b) Accepts over the counter payments and posts to cash register as necessary.
- (c) Provides back-up support in absence of Billing Coordinator.
- (d) Greets all BPPD visitors in a courteous manner, promoting good will and a cooperative spirit.
- (e) Provides support during outages by answering phones and relaying information to operations.
- (f) Verifies and responds to 811 Digger Tickets.
- (g) Maintains Sales Tax Exemption Forms, Water Heater Credit Applications, Customer Express Consent Forms.
- (h) Maintains and updates (annually) the employee emergency information.
- (i) Provides administrative support for the Board of Directors, including: coordinating meetings, legal notices, updating the Policy Manuals, preparing

packets of information, making travel arrangements, conference reservations, meeting arrangements and answering related questions.

- (j) Scans documents as provided.
- (k) Processes mail, payments and RemitPlus deposits.

Customer Account Duties:

- (l) Keys account adjustments and updates.
- (m) Calculates customer deposits based on policy, credit history and reconciles Customer Deposit accounts.
- (n) Initiates on/off orders and general service orders, as necessary.
- (o) Reviews open service orders (disconnects/reconnects) prior to bill calculation to ensure correct billing.
- (p) Administers delinquent account processes including penalty assessment, delinquent letters, disconnects, reminder telephone calls, deposit assessments and applies all applicable fees to customer accounts.
- (q) Creates customer information for planned outages, work in area, etc. and, then based upon customer's selected contact criteria, informs them of upcoming event.
- (r) Operates the One-Call phone system.
- (s) Monitors the budget-billing accounts, making necessary assessments and adjustments to include contacting customers by mail regarding high budget catch-up payment due in future.
- (t) Negotiates payment arrangements with customers and enters into UPN.
- (u) Balance the daily cash drawer and prepare bank deposit as needed.
- (v) The Office Assistant shall be required to perform any other duties assigned in order to fulfill the objectives of the District.

4. Reporting Relationships

- a) Reports to: Office/Human Resource Manager
- b) Supervises: None