

North Lenoir Water Corporation Job Description and Minimum Requirements

Office Assistant

SUMMARY

To provide administrative assistance to the General Manager, Office Manager, Assistant Office Manager, other Office Assistants, and Field Employees in the performance of all duties and activities concerning the office operations of NLWC.

PRIMARY REQUIREMENTS AND RESPONSIBILITIES

1. To assist the General Manager, Office Manager, Assistant Office Manager, other Office Assistants, and Field Employees in the performance of all daily activities of NLWC's corporate office and to insure that all customer demands are met in a cordial and professional manner.
2. Must be able to appropriately, handle any phone transactions, new service applications, complaints, leak report duties, and other required daily duties.
3. Must be responsible for and have the ability to balance cash drawers on a daily basis.
4. Must have knowledge of basic computer skills, including but not limited to Microsoft Office, in order to perform office operations and have ability to perform duties utilizing NLWC's customer accounting, billing, and Automated Meter Read (AMR) systems.
5. Must have the ability to perform duties such as photocopying, faxing, correct filing, correct operation of a calculator, and any other daily clerical duty required. Ability to understand and operate the office portion of NLWC's Automated Meter Read (AMR) system.
6. Must possess and execute good communication skills and provide our customers with the highest quality of service possible while maintaining high quality interaction with customers and other employees.
7. Must have the ability to obtain the skills and knowledge to perform the duties of the Assistant Office Manager.
8. Must have the ability to be bonded and to become a Notary to the Public.
9. Must possess a valid North Carolina Drivers License.
10. Must have the ability to follow and direct oral and written instructions.
11. This position is subject to random drug screening.

KNOWLEDGE AND SKILL REQUIREMENTS

1. Must have the basic requirements needed to perform the duties of this position, which include reading, writing, arithmetic, and required computer skills.
2. Must possess a High School Diploma or equivalent.
3. Speak or ability to learn to speak Spanish or other language if possible (Not Required).

Signature: _____

Date: _____

General Manager: _____

Date: _____