

PSA OFFICE ASSISTANT
Pulaski County Public Service Authority

Department: Finance

Reports to: Assistant Finance Director

Supervision Exercised: None

Supervision Received: Work is performed with minimal instruction and supervision. Employee will undergo a six month orientation period and will be evaluated at the end of the six month term. Employee will be evaluated annually thereafter.

Classification (FLSA): Non-Exempt, Full Time

Work Hours: Monday thru Friday 7:30 a.m. until 4:00 p.m.

Category: Finance/Accounts Payable

ESSENTIAL FUNCTIONS: Performs routine skilled clerical work processing payments, work orders, daily reports, providing customer service with answering phones and greeting the public, etc. Requires physical presence on the job.

JOB REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions. Employee must successfully pass a drug test and background check. Possession of a valid appropriate driver license issued by the Commonwealth of Virginia.

RESPONSIBILITIES:

- Trains with and provides backup to PSA Billing Coordinator;
- Answers the PSA main phone line
- Assists with customers in the front office
- Processes mailed payments
- Processes utility applications
- Processes work orders
- Processes Paymentus daily reports
- Provides daily backup reports to Treasurer's Office
- Posts daily cash drawers (once in Munis)
- Reconciles the daily drawer and prepares daily deposits

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to prepare financial reports accurately, follow complex instructions, analyze data and work effectively and courteously with vendors and employees
- Must have excellent oral and written communications skills

- Ability to work independently with minimal supervision.

ADA REQUIREMENTS: Ability to sit at a desk and operate computer, calculator, typewriter, etc. for periods of up to three hours continuously, ability to read and write and to exchange information, ability to file papers, ability to lift and carry up to 50 pounds, dexterity required to operate keypads, push buttons, and switches, ability to work independently in the absence of specific instruction and ability to meet the public courteously and effectively.

EDUCATION AND EXPERIENCE:

- Any combination of education and experience equivalent to graduation from high school, including or supplemented by courses in accounting and computer operations
- Considerable experience in clerical work

PROFESSIONALISM AND CONFIDENTIALITY:

- Understand and consistently implement all County policies and procedures
- Maintain confidentiality with all vendors and employee transactions and activities
- Share knowledge and assist other staff with day to day activities to promote effective teamwork to accomplish the goals of the County

TRAINING AND JOB DEVELOPMENT:

- Develop and set own personal goals for acquiring new skills and job growth
- Participate in conferences, workshops, webinars, and other opportunities to maintain current awareness of County trends and for educational growth
- Works with staff to discuss and resolve problems and provide ideas for improvement

Note: This job description is not intended to be all –inclusive. An employee will also perform other reasonably related job responsibilities as assigned by the County Administrator, department head or supervisor. Pulaski County reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all county policies and procedures.

Employee: _____

Date: _____