

**PITTSFIELD CHARTER TOWNSHIP
JOB DESCRIPTION**

DEPARTMENT ASSISTANT I - UTILITIES

Supervised by: Billing and Customer Service Coordinator & Utilities Director

Supervises: No supervisory responsibility

Position Summary:

Under the direction and supervision of the Billing and Customer Service Coordinator & Utilities Director, performs a number of clerical and administrative tasks in support of departmental operations. Responds to public inquiries, service requests and complaints, types correspondence and maintains files and records.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Performs general secretarial, receptionist, and clerical duties in support of the Utilities Department. Prepares, types, edits and files various correspondence, documents, notices, and postings.
2. Serves as receptionist and greets and assists walk-ins and callers. Provides information, answers questions, and directs inquiries to others as required.
3. Coordinates customer service/field technicians' appointments and schedules. Relays information to on-site and in-transit employees via radio dispatch.
4. Tracks incoming work orders and notifies the Utilities Foreman.
5. Collects and compiles time sheets, invoices, and leave requests and interacts with the human resources or accounting departments to convey or receive necessary information.
6. Completes data entry of meter readings and backflow inspections and other activities.
7. Maintains office supplies and related inventory. Controls inventory and the distribution of parts to contractors and residents. Maintains associated records and files.
8. Maintains department's filing systems pertaining to projects, work orders, requests, personnel and all other functions.
9. Assists contractors with project files and assists Director in coordinating contractor activities.
10. Maintains MIOSHA "Right to Know" records for departmental materials and updates material safety data sheets on an ongoing basis.

11. Performs related work as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- A high school diploma or the equivalent supplemented by vocational training in office management, secretarial science, or a related field.
- One or more years experience in an office setting.
- Ability to type with speed and accuracy.
- A Michigan Vehicle Operator's License.
- Knowledge of the structure, policies, procedures, and regulations of municipal government.
- Knowledge of general office operations and clerical and secretarial procedures and practices.
- Ability to learn the policies and procedures specific to the Utilities Department.
- Ability to operate general office equipment and machines, personal computer and word processing and database software, two-way radio, typewriter, calculator, copier, and fax machine.
- Ability to gather data and prepare accurate and timely records, reports, notices, memos and letters.
- Ability to establish and maintain effective working relationships with employees, supervisors, and the general public.
- Ability to convey and understand information effectively and promptly through speaking, hearing, reading, and writing.
- Ability to critically assess situations, solve problems, and work effectively within deadlines, and changing work priorities.

Physical Demands and Work Environment:

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

While performing the duties of this job, the employee is regularly required to talk, hear and view and create documents. The employee frequently is required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is required to

stand, walk, and occasionally stoop, or kneel. The employee must occasionally lift and/or move items of light weight.

While performing the duties of this job, the employee typically works in a business office setting. The noise level in the work environment is usually quiet.