



East Larimer County Water District **Administrative Assistant**

Summary

Greets customers and visitors and performs general staff support activities within the District.

Essential Duties and Responsibilities include the following

Performs a variety of clerical duties, including, but not limited to public contact as well as correspondence and telephone communication. Other duties include:

- Answers incoming telephone calls and forwards callers to appropriate personnel or department.
- Retrieves mail from post office and acts as a bank courier delivering daily bank deposit using company vehicle.
- Processing large volume of payments daily including sort, balance, endorse and scanning checks into software.
- Opens, sorts and routes incoming correspondence.
- Welcomes customers and visitors and determines the nature of their visit; provides information or directs visitors to the appropriate staff member for assistance.
- Works as a cashier for customers making in-office payments.
- Maintains cash drawer and balances receipts daily.
- Maintains and orders office supplies.
- Maintains office equipment; contacts vendors for maintenance and repairs.
- Maintains database software for several departments.
- Maintains filing system.
- Performs research and special projects for staff as requested.
- Prepares correspondence and documents using appropriate format.
- Collects funds for water taps and participates in the release of information to various governmental agencies.
- Capable of producing quality work with constant attention to detail.
- Performs other duties as required.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Minimum Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide effective and efficient customer service.
- Manages difficult or emotional customer situations.
- Responds promptly to customer needs.
- Operate standard office equipment including multi-line telephone system, scanner, email and standard office programs including Word, Excel, Outlook and Adobe.
- Uses initiative, discretion and judgement within established procedural guidelines.
- Strong communication skills both verbally and in writing.

- Completes administrative tasks correctly and on time.
- Meets commitments.
- Balances team and individual responsibilities.
- Works with integrity and ethically.
- Follows policies and procedures.
- Exhibits sound and accurate judgment.
- Adapts to change in the work environments and the ability to deal with unexpected events.
- Accepts responsibility for own actions.
- Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work and on time.
- Asks for and offers help when needed.
- Strives to continuously build knowledge and skills; shares expertise with others.
- Respond in a positive manner to directions.
- Must work well with others.

Education and/or Experience

High school diploma or general education degree (GED); preferably twelve (12) months customer service experience and/or training; or equivalent combination of education and experience.

Must pass pre-employment background and drug test.

Certificates, Licenses, Registrations

Current driver's license is required. Notary public preferred.

Physical Demands and Working Environment

Work is performed in a standard office environment. Individual is regularly required to sit, reach with hands and arms. May be required to perform a full range of motion with lifting and/or carrying items weighing up to 25 pounds.

Schedule

Full-Time Monday – Friday; 8am – 4:30pm

On-Site Office Environment

Compensation

\$20.50 - \$27.00 per hour depending on experience.

Benefits

Health, Dental & Vision Insurance

Health Reimbursement Arrangement (HRA)

Paid Time Off and Sick Leave Accrual

Life Insurance

Public Employees Retirement Association (PERA) <https://www.copera.org/>

401(K) & 457 Plan

To apply for the position, an application can be found on the District's website at www.elcowater.org. A resume is recommended to be submitted along with the application. This position will remain open until filled.