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# HIGHLANDS MUTUAL WATER COMPANY

## JOB DESCRIPTION

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<h3>OFFICE ASSISTANT I</h3>
DEPARTMENT: ADMINISTRATION
STATUS: NON-EXEMPT
SALARY RANGE: \$19.80 - \$24.20

This position is an "at will" position, meaning employment may be terminated with or without cause and with or without notice at any time by the employee or employer. This position is classified as a Non- Exempt Employee and reports directly to and receives general supervision from the Office Manager.

**Definition:** This position is classified as a full-time non-exempt employee.

**Example of Duties:** Duties include but are not limited to being the first point of contact for customers at the front desk and over the phone, perform a variety of clerical and customer service tasks such as: answering phones, directing calls, taking messages, process customer payments, maintaining a balanced cash drawer, opens and sorts daily mail, scanning and organizing documents, process service work orders, process new service applications, process escrow demands, closes and opens accounts upon transfer of ownership, completes tenant transfers, maintains customer master files; assists in processing service terminations, monthly billing and collections; provides a high level of proficiency at filing, organizing, prioritizing and multitasking with efficiency and performs all other duties as assigned by the Office Manager.

**Minimum Requirements:**

**Education:** High School Graduate or equivalent.

**Certificates/ Licenses:** Must have a valid Class C California Driver's License along with a satisfactory driving record to maintain insurability.

**Experience:** Customer service, cash handling and computerized billing experience desired.

**Knowledge of:** Must be proficient in Microsoft Word, Excel and Outlook and have knowledge of general business practices.

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**Ability To:** Make the most efficient use of time. Ability to follow oral and written direction. Communicate Company policy to the public; work cooperatively with coworkers, developers, and the general public; keep accurate records; work independently with little supervision. Type 25 words per minute and ten key numeric pad. Ability to respond to public inquires and complaints in a tactful and courteous manner. Ability to maintain good working relationships with fellow employees. Ability to maintain a clean and professional appearance for themselves, staff and the Company facilities they are responsible for.

**Physical**

**Requirements:** This position requires prolonged sitting, standing, walking, twisting, turning, kneeling, bending, squatting, stooping, extended computer monitor exposure, repetitive hand motion, reaching, reading, writing, typing and lifting up to 25 pounds in performance of daily activities. Additionally, the position requires near vision in reading correspondence and statistical data on the computer. Acute hearing is required when providing both telephone and in person communications.

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Employee Signature

Date

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Employer Signature

Date