

**BOOTHBAY REGION WATER DISTRICT
JOB DESCRIPTION
ADMINISTRATIVE MANAGER**

General Description of Work:

This position reports to the General Manager and is responsible for performing and coordinating all Water District office management activities.

The individual is required to be proficient in accounting, payroll, and financial report preparation, public relations, oversight of the Customer Service Representative (CSR) and general office procedures and function. Oversees office activities such as billing formulation and issuance, monies are received, recorded and deposited, expenditures are recorded and checks issued. Reconciliation of all financial transactions are maintained in accordance with generally accepted accounting principles and the regulations prescribed by the Public Utilities Commission. Must have a thorough understanding of accounting software and all its relevant applications. Must act as a mentor to the CSR including cross-training with all critical functions herein and must perform critical functions of CSR in his/her absence.

The individual is required to be well versed in all activities regarding water district Human Resources (HR). Must maintain all HR applicable records, maintain a smooth working relationship with district insurance, vendors providing employee benefits and retirement vendors and resolve any HR issues of district staff.

Examples of Work Performed

Duties may include, but are not necessarily limited to:

- Performs and/or supervises all office work regarding customer accounts including billing, processing payments, applications for service, final notices to discontinued customers, computer system updating, inquiries and complaints, etc.;
- Performs or supervises bookkeeping work related to processing of accounts receivables invoicing, accounts payable, and payroll including reviewing for accuracy, calculating monthly journal entries, balancing to general ledger, and filing of required reports to State and Federal government;
- Performs confidential administrative tasks for the General Manager when requested; keeps the General Manager fully informed regarding all office activities and problems;
- Supervises, schedules, plans, monitors, and evaluates work of CSR responsible for accounting, customer services, and billing; recommends corrective actions as necessary;
- Plans, prepares, reviews and monitors operational budgets for office supplies and expenses, benefit insurance, employee retirement, and payroll taxes;
- Prepares, creates, and files reports such as capital expenditures, statistics, capital projects, payroll distribution, and monthly water sample reports;
- Assists with retirement plan administration; carries out related banking functions such as deposits, transfers, and record keeping;
- Processes general ledger; inputs into computer, calculates monthly journal entries, performs trial balance, creates income statements;
- Organizes and maintains office filing system including general, financial, personnel, and payroll files;
- Prepares financial and other reports as directed by the General Manager; prepares final reports drafted by the General Manager and other staff members;
- Coordinates follow-up on resolutions and other Board of Directors action documents as directed; provides clerical support for Board members, and assists with election procedures and filing of forms;
- Oversees functioning of the computer system; administers computer software and hardware maintenance agreements; schedules training of other employees in the use of the computer system;

- Calculates, reports, and updates retirement plan, deferred compensation plans, and credit unions for all employees; attends necessary seminars throughout the year;
- Provides staff support for District website and Facebook Page, customer service surveys, benchmarking studies, and disaster plan;
- Oversees the general condition and appearance of the office inventories and orders office supplies.

MINIMUM QUALIFICATIONS

Any combination of education and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Training and Experience:

High School diploma or equivalent. Requires ten years of progressively responsible office administration, including three years in a supervisory role. Requires three years of experience in advanced accounting work including an understanding of general ledger, accounts receivable and payroll systems. Experience with a water district is preferred.

Knowledge of:

- Quickbooks® Accounting Software
- District rules, regulations, policies and activities
- Policies, procedures and functions related to water districts
- Financial accounting and management of budgets
- Principles and practices of supervision

Ability to:

- Supervise, schedule, train and direct the work of assigned personnel
- Exercise good judgment, keep calm, and make appropriate decisions in emergency situations and under pressure
- Establish and maintain effective, pleasant, and cooperative working relationships with employees, officials and the general public
- Communicate well orally and in writing