



**SOUTH BERWICK
SEWER DISTRICT**

JOB DESCRIPTION

Position Title:	Office Manager
Department:	Administration

Position Summary:

The Office Manager performs a wide variety of administrative duties, including billing, accounts payable, accounts receivable, payroll, bank reconcilements, employee benefits, and support for the Board of Directors.

Essential Duties and Responsibilities:

1. Handles cash receipts; receives and records customer payments; exports information to QuickBooks; prepares bank deposit; provides A/R listing for Superintendent.
2. Handles incoming mail; opens, separates, distributes and/or handles payments, correspondence, and other mail.
3. Prepares and mails semi-monthly bills for septic receiving, with accompanying statements; deducts meter credits; calculates and applies credits.
4. Prepares cycle billing for sewer customers for appropriate cycle.
5. Handles accounts payable; receives and records vendor invoices, and organizes them for approval; posts invoices in QuickBooks; reconciles to vendor statements; ensure proper expense account is assigned; prepares A/P Aging report for the Superintendent.
6. Handles customer inquiries; answers the phone; assists customers who come to the window.
7. Prepares final billing for transfer of ownership and foreclosures.
8. Prepares listing of customers subject to possible liens for review by the Superintendent; prepares liens for filing with the York County Registry of Deeds as directed; prepares lien releases as requested.
9. Organizes timesheets for payroll and transmits data to payroll service; records information from prior week's payroll into QuickBooks; assists in resolving payroll issues.
10. Handles various human resources and employee benefits items, including worker's compensation claims, unemployment reports, Maine State Retirement reporting, etc.
11. Handles banking transactions, including notes payable, bonds payable, recording debt service, reconciling bank statements, etc.
12. Prepares 1099s for vendors.
13. Prepares annual financial statements, including balance sheet and income statement.
14. Prepares Annual Report for Annual Meeting.
15. Provides support to the Board of Directors; prepares the monthly Board report for review by the Superintendent; attends meetings and takes minutes.

Non-Essential Duties and Responsibilities:

1. Performs other tasks as assigned.

General Expectations

1. Be committed to the SBWD Mission, Vision and Values.
2. Provide the highest level of customer service possible.
3. Follow established policies and procedures and comply with all safety requirements.
4. Communicate in an open, respectful and honest manner with everyone, inside and outside the organization.
5. Communicate proactively with the supervisor regarding work flow, problems, suggestions, etc.
6. Attend team and staff meetings as scheduled.
7. Contribute to a positive, team-oriented work environment.
8. Be punctual for scheduled work and use time appropriately.
9. Perform required amount of work in a timely fashion with a minimum of errors.
10. Adhere strictly to confidentiality of customer, co-worker and internal business information.

Physical Requirements:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this 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 frequently required to stand; walk; sit, including prolonged sitting; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear. Eye hand coordination and manual dexterity required. The employee must occasionally lift/move up to 10 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

Work Environment:

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

Work is performed primarily in a business office setting. Noise level is usually quiet. Occasional evening or overtime work as needed.

Qualifications Needed for Position:

Experience and Skill Requirements: The following experience and skills are considered essential:

- At least 3 years of prior closely-related experience in office management required.
- Excellent communication skills, both verbally and in writing.
- Demonstrated ability to answer telephone and greet customers in a cheerful and professional manner, accurately recording messages and distributing to the appropriate party required.
- Ability to perform in highly interruptive conditions, thrive in a deadline-driven culture, and multi-task.
- Detail oriented and accurate.
- Problem-solving and analytical skills.
- Proficiency in use of Microsoft Office Products, including Word, Excel and Outlook, and strong computer literacy.
- Proficiency in QuickBooks software.
- Ability to operate office equipment including computer (and related software), photocopier, fax, multi-line telephone system and calculator.

Education Requirements: The following education requirements are considered essential:

- High school education or equivalent required; Associate's Degree in business with finance or accounting courses preferred.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

**** All requirements and skills are considered to be essential, unless otherwise indicated. ****