



Management Assistant

Department:	City of Plymouth/Plymouth Utilities	FLSA Status:	Non-Exempt
Division:	Administrative	Job Status:	Non-Bargaining Unit
Reports to:	Finance Director	Location:	Plymouth Utilities Operations Center
Prepared by:	Human Resources Specialist	Date:	April 27, 2023

GENERAL DESCRIPTION

Under the general supervision of the Finance Director, the Management Assistant is a member of a small team assisting Plymouth area residents and businesses with inquiries regarding electric, water, wastewater, stormwater, garbage and recycling services. This position performs highly responsible and confidential administrative support, handling a variety of complex and varied billing and service issues, while ensuring customer satisfaction and regulatory compliance. This position is the first point of contact for answering phones and in-person counter assistance for both internal and external customers.

JOB FUNCTIONS

The following duties and responsibilities are not to be construed as exclusive or all-inclusive. Other duties and responsibilities may be assigned and required.

Examples of Essential Job Functions

- First point of contact for Utility customers; answering phones, and helping customers at the counter.
 - Helps customers in a professional, efficient and friendly manner
 - Answers customer questions and resolves any emerging problems or complaints
 - Processes customer payments & deposits, balances payments/cash drawer
- Prepares customer correspondence; i.e. budget bill letters, special letters, mailings, average usage inquiries.
- Sets up new customers, manage online service applications, and assists/supports billing/collection processes.
- Prepare for Billing by monitoring the Water Leaks, High Water Usage, VEE reports, and Budget Customer Last Payment reports.
- Annually review and update Budget Billing accounts.
- Update/Distribute the Customer Care Manual, On Call Answering Manual, phone lists, and Inventory of Critical Needs binder.
- Maintain city-owned cemetery records. Answers questions related to cemetery, sells cemetery plots, and coordinates with DPW, funeral homes, and service providers.
- Annually, assist the DPW Director with the DNR grant applications, reports, and the Tree City Application.
- Track and maintain activity measures for the City/Utility budget.

OTHER DUTIES

- Support Utility staff by ordering office supplies and misc. items and assist with the US Cellular phone program.
- Assist with project management for the City/Utility.
- Provide back up for other office staff.
- Assists at City Hall when needed, especially during elections.
- Perform all other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to communicate information, policies and procedures clearly, concisely and tactfully, both verbally and in writing.
- Must possess a high level of integrity and work ethic.
- Ability to actively listen to customers with empathy and patience to help resolve issues.
- Maintain accurate records; verify information; compile and reconcile numerical and financial data.
- Exercise independent judgment in applying appropriate policies and procedures.
- Effectively and simultaneously manage a variety of tasks and assignments; work effectively under the pressure of deadlines.
- Ability to read, analyze and interpret utility business information and regulations, and respond to questions from department heads, co-workers, and the general public.
- Ability to calculate figures and amounts such as discounts, interest, and percentages.
- Proficient in using Microsoft Office Suite (includes Word, Excel, and Outlook).

EDUCATION AND TRAINING

- Graduation from an accredited college, university or technical school with an Associate's Degree.
- Two (2) to four (4) years related experience desired.
- In evaluating candidates for this position, the City may consider a combination of education, training and experience which provides the necessary knowledge, skills and abilities to perform the duties of the position.
- Office experience which regularly requires the ability to communicate orally and in writing with a variety of people, as well as frequent interaction with the general public.
- Valid Wisconsin driver's License.

WORKING CONDITIONS

- Environment: Work is performed in a standard office setting; may require irregular work hours and may work from more than one location.
- Physical: Primary function require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to stoop, bend, kneel, crouch, reach, and twist; to lift (up to 50 lbs), carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to operate automobile; and to verbally communicate to exchange information.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Disclaimer: The job description has been prepared to assist in evaluating various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty required of the position. It is not intended as a complete list of specific duties and responsibilities. Nor is it intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. Nothing contained herein is intended or shall be construed to create or constitute a contract.