

**POSITION DESCRIPTION**  
**Shawano Municipal Utilities**  
**Administrative Assistant (Part-Time)**

**SUMMARY of DUTIES**

- Greet customers, answering telephones and accepting customer payments.
- Accurately post payments to customer accounts.
- Maintain balanced cash drawer.
- Sort and distribute mail.
- Assists with mailing various notices and correspondence.
- Politely answer customer account inquiries, or as required provides general information to customers.
- Refers specialized customer questions or problems to supervisors for resolution.
- Filing, copying, and scanning documents.
- Organize travel arrangements.
- Order office supplies.
- Performs related work projects as assigned.

**POSITION REQUIREMENTS**

Graduation from High School. Work experience or a combination of formal training and experience that provides the following knowledge, abilities, and skills:

- Interpersonal skills: Ability to deal courteously and professionally with customers and potential issues and complaints.
- Strong computer and software skills: including a working knowledge of Microsoft Office, email, and the internet. Ability to learn utility billing software.
- Organizational skills: Detail-oriented and organized, able to locate documents and accurately post customer payments. Review and input customer account detail accurately.
- Communication skills: Ability to generate clear and concise correspondence. Solid command of verbal skills.
- Technical skills: Detailed understanding of utility rates, billing, service policies and procedures.
- Multi-tasking skills: Ability to handle several tasks at one-time in a busy office. Able to problem-solve.

- Team-work skills: Ability to establish and maintain effective working relationships with supervisors, other employees, and the public.
- Cash handling skills: Give accurate change and maintain a balanced cash drawer.
- Confidential skills: Responsible for confidential and time-sensitive materials.