

Heard County Water Authority

Job Description

Position: Operations Specialist (30 hours per week)

- Accounts Receivable Duties
 - Post Payments Each Day
 - Process New Customer Applications
 - Enter New Customers in Accounting System (QS1)
 - Enter Job Names or Work Orders in Accounting System
 - Answer Customer Calls Regarding Accounts Receivable
 - Reconcile cash drawer with other Operations Specialist daily
- Accounts Payable Duties
 - Open Mail and Vendor Invoices as Received and Date Stamp upon receipt
 - Answer Customer Calls Regarding Accounts Payable
- General Duties
 - Answer Phones and Greet Visitors
 - Work to establish a positive rapport with each customer encounter
 - Create Spreadsheets to assist Executive Director with Evaluation of HCWA tasks
 - Check Phone Messages in a timely manner, such as 2 times in the AM and 2 times in the PM. Respond to messages or pass message along to appropriate person within one hour or sooner as necessary
 - Maintain a high level of professionalism at all times
 - Check Supplies Received against Invoice upon arrival
 - Maintains Knowledge of QS1 Software and Reports
 - Keep Executive Director aware of problems or issues as they arise
 - Offer Support to Managers and other Office Staff as Needed
 - Complete other Assigned Tasks as Necessary to Ensure Successful Operation of the Authority
 - Promptly notifies Executive Director of any problems that may keep employee from accomplishing job duties
 - Limit Use of Personal Electronic Devices and Phone Calls to Lunch Hour
 - Do Not Use Office Computer or Copier for Personal Business
 - Provide Support to Executive Director as Needed