

Hazardville Water Company

Administrative Assistant

Job Title: Administrative Assistant
Division/Department: Customer Service
Reports to: Executive Vice President/ Supervisor
Full Time: 40 hours per week
Last Revision Date: 3/10/2020
Non-Exempt

SUMMARY

Provide administrative support to the Customer Service Department and/or Executive Vice President. Project a professional company image through in-person and phone interaction. The position will be responsible for general office duties, such as, but not limited to:

PRIMARY RESPONSIBILITIES

1. Open & Close office
2. Answer telephones and transfer to appropriate staff member(s).
3. Meet and greet clients and visitors.
4. Accept and process cash, check and credit payments.
5. Create and modify documents using Microsoft Office, Excel, Access, other programs.
6. Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
7. File and retrieve organizational documents, records and reports.
8. Support staff in assigned project based work.
9. Maintain confidentiality of information obtained from utilities and personnel.
10. Data entry in NDS Billing software.
11. Other duties as assigned.

KNOWLEDGE AND SKILL REQUIREMENTS

1. Basic reading, writing, and arithmetic skills required. This is normally acquired through a high school diploma or equivalent.
2. Good analytical and problem-solving skills.
3. Knowledge of Microsoft Office with emphasis on Excel and Access, and telephone protocol. Duties require professional verbal and written communication skills and the ability to type 50 wpm.
4. Ability to communicate effectively with company staff and customers.
5. Ability to operate standard office equipment, including but not limited to, computers, telephone systems, typewriters, calculators, copiers and facsimile machines.
6. Cash handling experience, ability to count change back to customer.
7. Ability to follow oral and written instructions.
8. Highly organized, detailed oriented.

MINIMUM QUALIFICATIONS:

1. High School diploma or equivalent required.
2. At least two (2) years experience in general office responsibilities and procedures.
3. Must be computer literate.
4. Knowledge of principles and practices of basic office management and organization.
5. Ability to work well either alone or as part of a team.

WORKING CONDITIONS

Working conditions are normal for an office environment.

Office Location: 281 Hazard Ave, Enfield, CT 06082

Office Hours: Monday – Friday - 8:00-4:30

Starting Pay: TBD