

# **Borough of Mercersburg**

## **Administrative Professional**

### **Job Description**

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**REPORTS TO:** Borough Manager

**DEPARTMENT:** Administration

#### **WORK OBJECTIVE:**

The Administrative Professional represents the Borough and Authorities while completing office and administrative tasks. The individual in this position is responsible for providing clerical and administrative support to the Borough Manager as required. Additionally, the Administrative Professional serves residents, customers, and visitors by greeting and assisting them with their questions, concerns, and assisting with the Water and Sewer billing process, including the handling, and processing of quarterly, delinquent, and final bills. The employee will schedule, create, and maintain accurate records regarding Public Works Department Work Orders in accordance with the policies of the Borough of Mercersburg, Mercersburg Water Authority, and Mercersburg Sewer Authority. The employee will assist with receiving and sending correspondence regarding various services for the Borough and Authorities as directed by the Borough Manager.

#### **EXAMPLES OF ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Greets and serves residents, customers, and visitors in person or on the telephone; assists them as needed, including answering inquiries and/or referring inquiries to the proper designee.
- Maintains the Public Works Department Workorders and maintains an accurate list of final bills using the ASSYST utility billing software and other Microsoft Office programs.
- Assist with the processing of all Water and Sewer bills (including quarterly bills, delinquent bills, and final bills), process any and all payments, and work orders.
- Performs accounts payable and receivables for the Borough and Water and Sewer Authorities utilizing QuickBooks software, managing the financial transactions of the organization including generating and processing invoices, collecting payments, reconciling accounts, preparing disbursements, and maintaining accurate records.
- Types and completes various forms and documents; performs other typing tasks.
- Performs general clerical duties, including but not limited to, copying, faxing, mailing, and filing.
- Receives, logs, and distributes mail, processes outgoing mail.
- Serves as Assistant Zoning Officer, which includes the administration and enforcement of the Zoning Ordinance, Subdivision and Land Development Ordinance, and other codes/policies of the Borough.
- Serves as Assistant Open Records Officer, which includes receiving, reviewing, and responding to requests for Borough records in accordance with the Pennsylvania Right-to-Know Law and other applicable laws.

- Assists in maintaining business office inventory and equipment by checking stock to determine inventory level; anticipates needed supplies.
- Maintains operations by following policies and procedures; recommends to Borough Manager and assists in improving procedures and methods for maintaining efficiency.
- Provides administrative and clerical assistance and support to the Borough Manager.
- Attends and/or takes and records meeting minutes at day and/or evening meetings as required.
- Prepares meeting minutes using notes and voice recordings to transcribe.
- Assists Billing Clerk with duties including but not limited to receiving bill payments, logging payments into the system, and other duties as assigned.
- Performs other duties as assigned or directed.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Skill in cordially interacting with residents, customers, and visitors, in person and via telephone.
- Ability to communicate effectively, both verbally and in writing.
- Advanced knowledge of clerical procedures and systems.
- Skill in the use of computers and Microsoft Office products (Word, Outlook, and Excel).
- Knowledge of basic accounting principles, including the accounts payable and receivable processes and procedures.
- Experience with or ability to learn QuickBooks accounting software.
- Experience with or ability to learn ASSYST utility billing software.
- Ability to consistently exercise discretion, confidentiality, and independent judgment in the performance of the job.
- Ability to manage time and workload effectively which includes planning, organizing, and prioritizing with attention to details.
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work.
- Ability to protect customer rights and privacy by maintaining strict confidentiality of personal and financial information.

#### **MINIMUM QUALIFICATIONS:**

- Possess a High School Diploma or equivalent.
- 3 years' experience in a customer service-related field with cash handling experience
- An associate or bachelor's degree in a relevant field (e.g., Accounting, Business Administration, or Public Administration) is preferred.

**In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions, with or without a reasonable accommodation, in order to perform this job successfully.**

#### **EQUIPMENT / PHYSICAL REQUIREMENTS:**

Depending on functional area of assignment, tasks involve the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to approximately 20 pounds). Tasks may involve extended periods of time at a keyboard or workstation and extended periods of time standing and/or walking.

**ENVIRONMENTAL REQUIREMENTS:**

Tasks are regularly performed inside without exposure to adverse environmental conditions.

**SCHEDULE:**

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This position is an hourly, non-exempt position. This position generally consists of forty (40) hours per week, eight (8) hours a day. This position requires occasional attendance at evening meetings as required.

The Borough of Mercersburg is an Equal Opportunity Employer. It is the policy of the Borough of Mercersburg to provide fair and equal employment opportunities to all applicants for employment. Applicants are recruited, selected and hired on the basis of individual merit and ability and without discrimination because of race, color, religion, sex, sexual preference, age, handicap, disability, veteran status, or national origin, or any other trait protected by Pennsylvania or federal law.

In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the Borough of Mercersburg provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.