



## Position Title: Office Manager

**Reports To:**

General Manager

**Fair Labor Standards Act Status:**

Full-time, FLSA Non-Exempt (hourly) position

**Salary Range:**

\$22 - \$33 per hour

**Work Location:**

Work is performed primarily at the District offices located at 103 N Douglas Ave, Ellsworth, Kansas 67439.

**Travel Requirements:**

Some limited travel, primarily for training may be required.

**Job Summary:**

The Office Manager performs highly responsible, analytical and skilled professional work and financial duties. The Office Manager supervises the office staff, and is responsible for all office scheduling.

Under the direction of the General Manager, the Office Manager will serve as the official custodian of records for the District and is responsible for administrative and financial duties. The Office Manager serves as the official bookkeeper and accountant for the District. The Office Manager has a substantial amount of public contact regarding the furnishing of information concerning the District's activities and policies. The Office Manager attends board meetings, records minutes, and represents the District by serving on boards and committees. This employee should possess excellent organizational, managerial, and public relation skills.

The work is of a responsible and sometimes confidential nature requiring independent judgment and discretion. The position provides support to the General Manager in preparing monthly, quarterly and annual reports on various matters related to the District's activities. The Office Manager is responsible for coordinating and overseeing all aspects of the Water District's customer service. This includes training, supervising and coordination of all accounts payable, accounts receivable and customer service functions.

**Essential Duties and Responsibilities:**

- Responsible for the preparation of the annual budget for presentation to the Board of Directors.
- The designated purchasing agent for the District and is responsible for the coordination of all purchasing activities on behalf of the District.
- Demonstrates a thorough understanding of Water District Rules and Regulations, By-laws and other standards as they apply to customers.
- Provides courteous and efficient service to customers at the front desk, phone or email/written correspondence.
- Provides complex administrative support functions to the General Manager.

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- Prepares agenda materials and minutes for monthly board meetings.
- Keeps Water District policies up to date as changes are made by the Board of Directors.
- Maintain communications and updates on the District's website.
- Prepares payroll for review and approval by the General Manager.
- Records expenditures and prepares project invoicing as necessary.
- Gathers data and prepares documents for timely payment of loan document.
- Gathers and collects necessary documentation for project funding.
- Performs accounts receivable and customer service functions for wholesale customers.
- Conducts emergency notifications to customers of interruptions to water service.
- Registers employees for training and conferences, including travel arrangements if required.
- Coordinates and oversees eligibility, enrollment and administration of all benefits as offered by the District's Employee Handbook.
- Prepares easements as needed for new service installations or improvement projects.
- Coordinates and oversees the annual audit.
- Works closely with the District's accounting firm on monthly reconciliations.
- Provides back-up support answering phone calls and e-mails, and responds to inquiries or forwards to appropriate personnel.
- Gathers, coordinates and prepares data for monthly and annual reports.
- Maintains District files to ensure proper organization and retention protocols.
- Prepares and disseminates public information, ensures communications are professional and timely using the tools available to the District.
- Assists in the Accounts Receivable and Accounts Payable functions as needed.
- Performs other related duties as deemed necessary or as required.
- Coordinate office activities and schedules; develop and recommend office procedures and systems; ensure smooth office operations.
- Independently respond to letters and general correspondence of a routine nature.
- Supervise and oversee the accounts payable, billing, accounts receivable and customer service staff including organizing and assigning work, hiring, training and evaluating personnel.
- Research, compile, and analyze data and various reports for projects or accounts.
- Build and maintain positive working relationships with co-workers and the public at all times.
- Serves as the District's primary purchasing agent.

**Supervisory Responsibilities:**

Exercises direct supervision of all office personnel.

**Education and Experience Requirements:**

A minimum of 5 years' experience in office work, or any equivalent combination of training and experience that provides the appropriate knowledge, abilities, and skills. An Associate's degree in finance, public administration, business administration or related field may be substituted for experience. Must be proficient in operating computers, and Microsoft Office Suite (primarily Word and Excel), as well as entering and retrieving data on various Water District software programs and the Water District's website. Previous supervisory experience is preferred. Strong interpersonal skills are necessary to effectively interact with all members of the Water District staff, the Board of Directors and the general public.

**License Requirements:**

- Valid Driver's license with good and insurable driving record (required);

**Skills, Knowledge and Abilities:**

Knowledge of office practices and procedures. Ability to proof and format business documents. Ability to organize and prioritize multiple tasks. Ability to make routine monetary transactions with speed and accuracy. Knowledge of and proficiency in the use of personal computers and various software programs, i.e. Word, Excel, Outlook, etc. Ability to operate a variety of office equipment including complex telephone systems, copy machines, scanners, plotters, etc. Ability to understand

and carry out oral and written instructions and to develop working procedures appropriate to the objectives desired. Ability to make independent decisions toward the accomplishment of assigned goals. Ability to establish and maintain effective working relationships with, superiors, other employees, other governmental agencies, and the general public contacted in the course of the work.

**Tools and Equipment Used:**

Network computer system operating utility billing software; website; personal computer operating word processing, spreadsheet and data base software; 10-key calculator; telephone; copier; facsimile; and postage meter. The ability to adapt to new software and technologies as they are introduced.

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and talk and hear. The employee is frequently required to walk; use hands to operate, finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee must lift and/or move up to 20 pounds occasionally. Specific vision abilities required by this job include close vision and the ability to focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee normally works within an office environment. The noise level is usually moderately quiet.