



Department:	Electric Department
Supervisor:	Office Manager
Origination Date:	5/2015
Last Revision Date:	3/25/2022
Revision Made By:	BR
Revision Reviewed & Approved by:	SG
Employment Status:	IBEW
Date Provided to Bargaining Unit	3/29/2022

Job Description

ADMINISTRATIVE CLERK/CUSTOMER SERVICE REPRESENTATIVE

Definition

Acts as general administrative clerk to the department and provides customer service support to the general public.

Supervision Received

The Administrative Clerk/Customer Service Representative reports directly to the Office Manager.

Supervision Exercised

None.

Duties *(The duties listed in this section are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

This position performs a variety of skilled word-processing, bookkeeping, clerical, and office tasks.

Typical duties include:

- answering and directing incoming telephone calls; maintaining after hours voice mail messaging system;
- acting as customer point of contact for callers and walk-ins to screen inquiries and direct to appropriate personnel;
- responding to inquiries for information from various individuals and agencies;
- communicating with customers both orally and in writing concerning billing questions, complaints, power quality issues, code violations and general information.
- preparing door hangers and PSA's for radio, newspaper, website and social media;
- typing contracts, reports, forms, correspondence, memorandums or special assignments;
- preparing individual and mass mailings;
- creating and maintaining a variety of specialized departmental reports and recordkeeping forms, including: maintaining property inventories and key log; work order list, monthly labor summary, emergency call out list, code violation reports, FCC licensing, iworq requests, DOT permits, street light inventory, heat pump rebate tracking, meter treater installation; assisting with preparation and maintenance of construction contract documents, plan holder lists, and related communications;
- maintaining department filing system;
- developing new recordkeeping forms and systems as needed for departmental programs;

3/6/2024

- preparing and processing utility line orders, work orders and trouble call orders;
- providing specialized support for mandatory compliance with FERC required Emergency Action Plan (EAP) including updates, annual roundtable coordination, DSSMP and STI updates, Part 12 D reports, ODSP updates and other FERC reporting requirements as needed;
- preparing purchase orders and requisitions and negotiating shipping rates and parts pricing with established and new vendors;
- acting as contact point for vendors throughout ordering process and maintaining vendor records with current sales contact information and history of department purchases;
- acting as receiving clerk for incoming materials;
- acting as contact point for new service installations, coordinating with superintendent, customer, crew, finance department and local electricians;
- assisting with cost reconciliation for line extension and subdivision construction costs;
- A/R invoicing as needed for new services and miscellaneous repairs;
- preparing time sheets and entering payroll data for the department;
- assisting department employees with licensing and certification paperwork, injury reports and workers compensation claim submission;
- maintaining department employees' work records
- making travel arrangements for department employees including pre-travel authorization and post travel expense report submission;
- acting as customer point of contact for outage information to be relayed to the crew; available as needed for radio contact with crews; relaying outage information to appropriate public safety organizations;
- May operate Borough vehicles.
- maintaining office supplies inventory and equipment;
- scheduling, organizing, and documenting department safety meetings and training; preparing for departmental and committee meetings as needed;
- other duties as assigned.

Distinguishing Characteristics

The work performed by this position is characterized by the emphasis on clerical and bookkeeping skills and activities. CSR duties require knowledge and application of the Borough Code and department policies; and requires exercising tact in dealing with customers and ability to communicate clearly.

Working Conditions

Incumbent performs 95% of duties either standing or seated in a busy office environment. Minimal physical exertion is required.

Qualifications

May be required to possess current and insurable Alaska State Driver's License.

Any combination of experience and education which provides the applicant with the following attributes:

- Proficiency in WORD, EXCEL, and OUTLOOK;
- proficiency in, or willingness to learn, POWERPOINT and ACCESS;
- knowledge of bookkeeping practices and procedures;

3/6/2024

- knowledge of office practices, procedures, and equipment, including computers, printers, copy machines, and phone systems;
- ability to deal courteously and effectively with the public;
- ability to type 40 wpm;
- ability to set up and maintain file systems;
- ability to read, understand, and execute oral and written instructions;
- ability to establish and maintain a positive relationship with the community;
- must be accurate, dependable, neat and thorough in assigned tasks. Must be able to keep work areas neat and clean; and
- must establish and maintain effective working relationships with fellow employees; works cooperatively with supervisors and displays willingness to assist co-workers.

Signatures affixed on this job description confirm that it has been reviewed by the employee and his/her direct supervisor and that a clear understanding of the expectations of this position exists.

Employee

Supervisor

Date

Date