



Job Description

Duties For:	Office & Billing Services Administrator
Reports To:	General Manager and Director of Administration, indirectly to the Board of Directors
Reporting Address:	6222 N Roxborough Park Rd, Littleton CO 80125
Under supervision, participates in the Administration of operations related duties.	
Employment Requirements	
- Ability to pass a drug screen upon employment and randomly as asked by Supervisor once employed. - Sign the Employee Handbook and adhere to all policies and procedures within the Handbook.	
Summary	
General Office Administrator serves as the primary point of contact for administrative support, superior customer service and clerical assistance. Proficiency in Microsoft Office and Adobe is required. This is a permanent part-time position with 401K and Paid Time Off benefits. Staffs the office: M/Tu/Thur/Fri 9:30am to 3:00pm, Wed 8:30am to 2:00pm and third Wed of every month 7:30am-2:00pm for Board meetings. (25 hours per week), with a ½ hour unpaid lunch break.	
Specific Tasks	
GENERAL / CUSTOMER SERVICE / CLERICAL - Greet and assist customers, visitors, contractors and vendors in person, by phone and via email. - Maintain a clean, organized and professional front office environment. - Vast understanding of the District's Rules and Regulations. - Respond to customer inquiries related to billing, service connections, service interruptions, and general utility information. - Superior customer service, including problem solving and conflict resolution relating to customer's water account, plumbing issues, general questions. - Conduct secure scanning of check deposits to Wells Fargo and send backup to Accountant. - Reconcile Monthly Wells Fargo and WEX Fuel receipts to statements - Maintain the filing system both physically and digitally on a weekly basis. - Order office supplies as needed. - Conduct DMV tasks, ordering titles, new license plates, etc. - Annually archive files and coordinate with the State Archive Office. - Oversee and manage the Crexendo relationship, gain a full understanding of the District's internal phone system and ensure all holiday messages and daily messages are updated for accuracy and uploaded to the phones appropriately. - Keep the When I Work Calendar/Scheduling up to date for the Director of Operations. Calendar will be updated in 3 month increments but not less than 1 month at any given time. - Manage the bi-weekly timesheet process ensuring all Operator time is accurately calculated, including overtime and send the timesheet to the Director of Administration. - Manage the Monthly Vacation Tracking process, preparing sick/vacation slips for approval, collect all approvals and forward to the Director of Administration by the 2nd or 3rd of each month. BOARD MEETINGS - Ensure Station 15's Community Room is booked annually on the 3rd Wed. of each month from 7:00-11am. - Order and coordinate the pickup of the meals for the Board Meetings. - Participates in person in the monthly Board meetings to capture notes for Board Meeting Minutes. - Prepares the Board Meeting minutes for review and send minutes for approval to the General Manager.	



Office Administrator Job Description Continued

BILLING SUPPORT

- Coordinate with Community Resources Services (CRS - the District's outsourced Billing company) to make account updates in the billing system.
- Work with American Data Group (ADG) and CRS to remain current and educated in the Utility Billing System (UBS) regarding customer account updates, work orders, meter swap upload process.
- Fully trained in Sentryx and Beacon applications to facilitate water usage and meter swap process.
- Manage the monthly hydrant meter reads, prepare worksheet to supply to CRS for billing purposes
- Upload weekly/monthly Beacon Meter reads to "create field assignments" in ADG.
- Coordinate Meter Re-Reads with Field Techs and CRS for each billing cycle each month.
- Oversee the delinquent account shut off process, reviewing the monthly delinquent accounts, ensuring CRS is making the customer courtesy calls, watching for payments and posting shut off notices.

OPERATIONS SUPPORT

- Proved Quarterly "on-Call" schedule to Daupler.
- Responsible for utilizing the Daupler Mass Notification System to keep residents informed when emergencies occur during office hours
- Schedule appointments, inspections and service calls as needed.
- Crosstrain with Field Operators on meter installations and service lines and fully understand field terminology (eg: PRV, Meter, Yolk, Service Line, etc.)
- Train and learn GIS at a high level to provide utility and service line maps at the request of contractors.
- Issue to builders, customers, and vendors:
 - SDC Permits
 - City of Littleton Sewer Taps
 - Hydrant Meter Permits
 - Watering Permits
- Facilitate the ongoing coordination of Meter Swaps, including creation of postings and scheduling with customers (300-600 swaps expected annually spring through fall).
 - Create work orders in Sentryx and ADG
 - Upload Meter Swaps into ADG weekly
 - Update Beacon monthly
- Manage the Commercial Property Backflow Inspection Process.
 - Create letters annually, 90-days out, 60-days out and 30-days out. Send "Expired" and "Failed" letters if necessary
 - Maintain spreadsheet and keep up to date for the Director of Operations
- Assist with general troubleshooting on Field related items (eg: Water Meter and Pressure Release Valve questions, cloudy/brown water complaints, etc.).
- Process Toilet and Washer Rebate Applications for reimbursement, confirming eligible toilets and washers were purchased, creating voucher for check processing
- Customize Door Posting's as needed for projects
- Coordinate field work orders closely with the Field Technicians.



Office Administrator Job Description Continued

KNOWLEDGE, SKILLS AND ABILITIES

- Strong customer service and interpersonal skills.
- Strong knowledge of office procedures, recordkeeping and basic accounting.
- Ability to use office equipment and software, including MS Word, Excel, Adobe, and billing platforms.
- Ability to handle sensitive and confidential information with discretion.
- Strong organizational skills and attention to detail.
- Ability to communicate clearly and professionally with public and staff.
- Ability to manage multiple tasks and prioritize workload.

QUALIFICATIONS

- High School Diploma or GED.
- Previous experience in Customer Service, Office Administration, Communications and Business skills.
- Proficiency in basic Microsoft computer applications.
- Basic Accounting and QuickBooks knowledge is preferred.
- Experience in Municipal Utility, Public Works or Government Office preferred.
- Familiarity with Utility Billing Systems is preferred.

WORK ENVIRONMENT

This position is an office setting located in the foothills of South Littleton in the town of Roxborough. The work environment is professional; customer focused and requires regular interaction with the District's staff and the public.

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:	Lucie Taylor	Date/Time:	06/24/2026