



Job Title: Administrative Specialist I

Pay Range: \$20-21.66/HR, Part-Time

FLSA Status: Non-Exempt

Opening Date: August 1, 2025

Close Date: August 15, 2025

Email Resume to: [lmarkham@eaglesewer.org](mailto:lmarkham@eaglesewer.org)

### **Position Overview**

The Administrative Specialist I, under supervision, performs a range of administrative tasks with a strong focus on customer service and utility billing. This role requires attention to detail and the ability to carry out standard financial procedures independently. Work is primarily performed in a general office environment.

### **Key Responsibilities**

#### **Primary Duties**

- Provide customer service via phone, email, and in person; respond to inquiries and direct calls appropriately.
- Maintain and update customer accounts accurately.
- Issue permits for new connections
- Investigate and resolve billing discrepancies.
- Post utility payments and record daily revenues; prepare deposit and balance reports.
- Investigate and resolve returned mail for correct mailing address
- Conduct audits on residential and commercial properties to verify occupancy.
- Create and maintain reports related to account activity and other assigned duties.
- Enter and manage data using Microsoft Office Suite software.
- Adhere to district policies, procedures, and safety protocols in all work activities.

#### **Additional Duties**

- Temporarily assist with other tasks as needed.
- Perform additional duties as assigned by the Administrative Manager.

## **Knowledge and Skills**

### **Knowledge Of**

- Modern customer service practices and techniques
- Microsoft Office applications (Word, Excel, Outlook, etc.)
- General office procedures and administrative best practices
- Basic accounting and bookkeeping principles
- Accounts receivable processes

### **Skillset**

- Strong math skills, including addition, subtraction, multiplication, division, and calculating percentages
- Ability to quickly learn and apply district policies, procedures, and systems
- Excellent written and verbal communication
- Strong interpersonal skills and the ability to maintain positive working relationships
- Ability to follow detailed instructions and work independently
- Proficiency with computers
- Effective multitasking and time management
- Adaptability to changing technology and procedures
- Problem-solving, initiative, and a customer-first mindset

## **Qualifications**

### **Education and Experience**

- High school diploma or GED required
- Relevant coursework or experience in office administrative work and accounting preferred
- Equivalent combinations of education and experience will be considered

### **Certifications and Licenses**

- Must be able to pass a background check
- Valid Idaho driver's license required
- Must be eligible for Idaho Notary Public commission

### **Physical Requirements**

- Clear speech and hearing for effective communication, with or without accommodation
- Visual ability to review and maintain records accurately
- Manual dexterity for operating standard office and computer equipment