



Title:
Administrative Assistant
Level:
1
FLSA Status:
Non-Exempt

Division:
Solid Waste
Department/Location:
Recycling Collections
Employment Status:
Regular Full Time

SUMMARY

This position will assist staff members with various office /administrative duties and maintain customer service database.

RESPONSIBILITIES

- Be fully prepared to start work at designated start time.
- Utilize CRM (Customer Relations Management software). Have complete mastery of the CRM software. Utilize CRM to originate, monitor, resolve, and manage all aspects of Collections activities that include but are not limited to; inventory control, service requests, reminders, code 9's, schedules, and complaints.
- Assist staff members with purchasing of supplies and safety gear, maintenance of collection database files (i.e. driver's log), utility logs, commercial routing, GPS reconciliation, contract and payroll summaries. Generate and/or maintain reports for staff as necessary. Assist with maintenance of the Recycling Center Website for storage of pertinent documents.
- Assist in the marketing of recyclables and coordination of outside pick-ups of products with Operations staff.
- Assist in the development and organization of public awareness of the Authority's promotions, programs, and special events to include Earth Day, charitable fundraising, holiday-related programs, and tours of ACUA facility. Respond to request from the municipalities. Assist with the maintenance and update of information on the website.
- Provide job related information and assistance to employees as needed.
- Create agenda and compile minutes of all staff meetings.
- Perform other duties as directed by Supervisor.
- Be on hand, to welcome guests and interact with the public. Dispense free buckets and answer all questions and concerns of walk-up customers. Send out materials requested by customers via phone or electronic request.
- Schedule, edit and delete meetings for the RC Conference room and Driver's room.
- Serves as part of the ACD customer service team to include:
 - Answer and direct calls.
 - Provide general and detailed information to customers, employees, and visitors. Refer individuals to the appropriate staff member for assistance as necessary. Respond independently whenever possible.
 - Maintain the customer service database to include: customer data entry, request for information and/or service (i.e. bucket, missed collection stops), respond quickly and efficiently to customer follow up calls, and adhere to the required customer service phone coverage.
 - If applicable, participate in front desk switchboard coverage as needed.
- Assist and/or perform various administrative duties for department staff to include but not limited to: coordinate for finance for office supplies, generate/maintain department and project database files, type letters/memos, copy, file, schedule appointments, prepare presentations, and sort and distribute mail. Generate and/or maintain reports for department staff as necessary. Perform report data analysis when necessary.
- Assist in budget preparation and track account balances. Monitor budget payments throughout the year.
- Initiate payment of bills and contracts for department. Prepare purchase requisitions. Ensure all necessary documentation is distributed to finance for final payment.
- Register department staff for job-related seminars/conferences/courses/trainings. Make travel arrangements if necessary.
- Perform other duties as directed by Supervisor.
- As needed and/or directed, assist the ACUA with its environmental mission and commitment to excellent customer service, to include but not limited to: serve in an advocacy role, help with site tours when requested, and attend events and activities that the Authority participates in or sponsors.
- Remain compliant with all training requirements for this position. The training requirements for this position are located on InsideACUA in the Employee Resources section (Blue Box) under Training Resources.



MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- HS Diploma or GED
- Minimum of 2 years office or administrative experience

ESSENTIAL SKILLS, KNOWLEDGE, AND ABILITIES

- Valid driver’s license in good standing
- Exceptional interpersonal, customer service, organizational, analytical, written and verbal communication skills
- Proficient in Microsoft Office Suite (Excel, Word, & PowerPoint) and other related application

PREFERRED QUALIFICATIONS

- Familiarity with Edmunds and Waste Works systems
- Experience working in a large organization

PHYSICAL REQUIREMENTS

The physical activities described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Essential functions are those functions that the employee who holds the position or the candidate that desires the position must be able to perform unaided or with the assistance of a reasonable accommodation. When possible, reasonable accommodations may be made for persons who are disabled under the law. Reasonable accommodations are those accommodations which, as defined under applicable State and Federal law, enable disabled individuals to perform the essential functions of their job title and to meet the Employer’s expectations for the job title. While performing the functions of this job the employee:

Constantly communicates, converses and exchanges information with customers, the public and other employees in person, electronically and/or via telephone. Constantly operates computer devices and/or business productivity machinery. Must be able to remain in a stationary position for at least 50% of the time. Frequently moves about inside the office to access file cabinets, office machinery, etc. Occasionally moves and transports supplies and materials up to 10lbs.

Job Description Acknowledgement

<i>Employee (Print Name):</i>	<i>Employee’s Signature:</i>	<i>Date:</i>
<i>Supervisor (Print Name):</i>	<i>Supervisor’s Signature:</i>	<i>Date:</i>