



Title:
Executive Assistant
Level:
2
FLSA Status:
Non-Exempt

Division:
Wastewater
Department/Location:
Wastewater Administration
Employment Status:
Regular Full Time

SUMMARY

This position reports directly to Vice President. The Administrative Assistant is expected to perform administrative support duties of the Wastewater Division. The Executive Assistant provides this higher level support in the areas of finance, scheduling, mailings, and maintaining office supplies and services.

RESPONSIBILITIES

- Coordinate and/or assist in the development and organization of public awareness of the Authority's promotions, programs, special and sponsored events to include but not limited to Earth Day, holiday-related programs, tours of ACUA facility, and charity fundraisers. Respond to request and/or questions from the municipalities, customers, and employees related to the program or event.
- Post and maintain various information on the Intranet team site (www.insideacua.com) and company website (www.acua.com).
- Assist management staff with special projects as assigned by Vice President.
- Serve 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 individual 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.
- 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, 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 7 years of administrative assistant experience

ESSENTIAL SKILLS, KNOWLEDGE, AND ABILITIES

- Valid driver's license in good standing
- Flexible and adaptable to shifting priorities without difficulty
- Exceptional customer service, and written and verbal communication skills
- Detail oriented with strong analytical and organizational skills
- Proficient in Microsoft Office Suite (Excel, Word, & PowerPoint) and other related applications
- Database entry and management experience; preferably MS Dynamics CRM



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Atlantic County Utilities Authority

- Ability to exercise discretion and adhere to confidentiality when handling matters of a confidential or highly important subject matter

PREFERRED QUALIFICATIONS

- Bachelor’s Degree
- Bilingual in Spanish

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>