



# Sunnyslope County Water District

## Billing and Public Relations Specialist

### Job Description

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#### DEFINITION

Under general supervision, perform receptionist, typing, and clerical accounts receivable/customer billing services to the District and provide support to the District staff. Performs public relations activities to build and maintain a positive public image for the District. Creates media such as website or social media messages, that shape public opinion of the District to increase public awareness of District operations.

#### TYPICAL DUTIES

- Provide customer service and clerical support at the front counter including:
  - greet customers;
  - answer the telephone, take messages, transfer calls;
  - sort and distribute mail;
  - assist with responding to email received in [billing@sunnyslopewater.org](mailto:billing@sunnyslopewater.org);
  - type, photocopy, maintain files and records;
  - provide information regarding general district services and procedures;
  - process applications received for water/wastewater service; and
  - issue connection and stop service orders.
  
- Serve as cashier including:
  - receive payments of cash and checks by mail, in person, and by electronic transfer for payment of utility services, fees, permits, and miscellaneous invoices;
  - record payments received and issue customer receipts;
  - post and reconcile receipts to specified accounts using utility billing software;
  - count monies, wrap coins, and record/scan checks for bank deposits;
  - prepare and balance deposits; and
  - record deposits and other billing/receivable information into accounting spreadsheets using Excel.



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#### TYPICAL DUTIES (CONTINUED)

- Serve as Public Relations Specialist:
  - Responding to requests for information when directed.
  - Establishing and maintaining relationships with consumer, community, employee, and public interest groups.
  - Preparing and distributing press releases and other media communications to promote the District.
  - Planning or directing the development of programs to maintain favorable public views of the organization's agenda and accomplishments.
  - Preparing and editing organizational publications, including the District website, employee newsletters or annual reports.
  - Updating and maintaining Web content.
  - Conferring with managers to identify trends and group interests.
- Perform other related duties and responsibilities as assigned.

#### QUALIFICATIONS

##### Knowledge of:

- Accounting and financial record keeping principles, practices, procedures, and methods, including mathematical principles.
- Modern office equipment, practices, methods, and computer equipment.
- Principles and practices used in dealing with the public.
- Understanding of social media and experience with website maintenance.
- Methods, practices, and procedures used in processing accounts receivable and financial record keeping and reporting. Prepare, examine, and verify routine financial documents, statements and reports.



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#### Ability to:

- Understand District organization and operation to assume assigned responsibilities. Work under supervision within a well-defined framework of standard policies and procedures.
- Meet and deal tactfully and effectively with the public, respond to public inquires and District personnel regarding policies and procedures. Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
- Perform mathematical computations accurately, tabulate, record, and balance transactions.
- Plan and organize work to meet schedules and deadlines. Understand and follow oral and written instructions and communicate clearly and concisely, both orally and in writing.
- Proficiently use Adobe document editing software and Microsoft Office software (particularly MS Word and MS Excel), and learn to proficiently use our utility billing software.
- Ability to type at least 45 wpm required.
- Demonstrate excellent written and verbal communication skills.
- Speak/Read/Write Spanish is highly desirable, although not required.

#### Experience:

- Two to three years of clerical office procedures and/or accounting experience, with some government financial accounting preferable.
- Demonstrated experience performing content management of website or social media communications.



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- Equivalent to the completion of the twelfth grade supplemented by general training or college level course work in accounting and/or bookkeeping required.
- AA or BA degree in Finance, Journalism, Public Relations, Marketing desirable.

#### Additional Requirements:

- Current and valid California Driver's License.

**Date Approved:** May 18, 2021

**Date Amended:** N/A