

**Job Title: Office Assistant****Location:** Grafton Water District**Job Type:** Full-time**Position Overview:**

The Grafton Water District is looking for an organized and proactive Office Assistant to join our team. This role is vital in supporting day-to-day office operations, ensuring efficient customer service, and assisting the Office Manager with various administrative tasks. We offer a competitive salary and a comprehensive benefits package

Interested candidates should submit a cover letter and resume to Melissa Moore at the Grafton Water District, P.O. Box 537, 44 Millbury St, Grafton, MA 01519. We will accept submissions via the mail or email at [mmoore@graftonwaterdistrict.org](mailto:mmoore@graftonwaterdistrict.org) until the position is filled.

**Required Skills and Qualifications**

- Self-motivated with a proactive attitude and eagerness to learn.
- Basic knowledge of Microsoft Office Suite, including Word and Excel; familiarity with mail merge and excel formulas is a plus.
- Some exposure to Customer Management Systems is helpful.
- Understanding basic accounting concepts, such as accounts payable and receivable.
- Excellent time management skills with the ability to prioritize and multi-tasks.
- Two to three year's experience with computers and comfortable and willing to learn new software.
- High school diploma or equivalent required.

**Desired Skills and Qualifications**

- Strong customer service skills are essential.
- Experience interacting with the public is highly preferred.
- Eagerness to learn and assist with problem-solving to enhance customer satisfaction and process improvement.

### **General Office Duties**

- Assist in daily office operations, including opening and closing the office, collecting and distributing mail, and coordinating office activities.
- Communicate professionally and promptly with customers and staff.
- Support computer maintenance activities, including backups and software updates.
- Assist in producing management reports and completing additional duties as required.

### **Customer Service Responsibilities**

- Respond to customer inquiries via phone, email, and in-person, ensuring timely follow-up.
- Assist with maintaining and updating customer accounts as needed.
- Communicate field operation issues with the office manager and help schedule service orders.
- Oversee petty cash and the cash drawer, ensuring accuracy and security.

### **Billing and Accounts Responsibilities**

- Assist in producing customer invoices, including coordinating readings and verification, as well as generating past due notices, shut-off letters, and miscellaneous invoices.
- Support billing adjustments and update customer information in the management system, including meter installations and changes.
- Collect and process customer payments, ensuring accurate entry into the customer management system.
- Help maintain the cash box and ensure cash and check deposits are processed promptly.
- Assist with processing invoices for the monthly warrant, ensuring they are approved by management and preparing necessary documentation for meetings.
- Support the processing and mailing of checks and reconcile the company debit card as needed.

**Working Conditions and Physical Demands**

This position is in person office-based, requiring extended periods of sitting and standing, as well as some lifting (up to 40 pounds). The office environment is comfortable and equipped for daily operations. Candidates must be able to communicate effectively, see clearly for document review, and use a computer for extended periods. Awareness of surroundings and the ability to respond to office needs are essential.