

THE YORK WATER COMPANY
Job Description

JOB TITLE: Distribution Services Assistant

EXEMPT: No
DIVISION: G & A
LOCATION: Distribution Center
REPORTS TO: Distribution Services Manager

JOB CODE: 705
DEPARTMENT: Distribution

PREPARED BY: Human Resources
APPROVED BY: Jeffrey R. Hines

DATE: Sept 2019
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SUMMARY: This is entry level utility customer service work in support of the Distribution, Construction, and Wastewater Departments of The York Water Company. Individuals in this position will be required to staff the Distribution Office and provide prompt and courteous service to all customers and contractors of the Company by processing their inquiries within a reasonable time frame and with appropriate knowledge.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Daily record keeping including but not limited to timesheets for Distribution, Construction and Wastewater Departments; Highway Occupancy permit application status/modify and close out for state, Townships, and Boroughs; work order completion in Oracle.
2. Prepare Oracle data entry necessary for new service installs, relays, and fire hydrant installation as directed by Distribution/Construction Departments.
3. Correspond with internal and external customers via telephone and email as necessary to address and resolve all departmental needs.
4. Prepare customer notification notices as directed for various projects.
5. Prepare and coordinate bulk mailings for various projects as directed.
6. Coordinate and execute the internal mail distribution efficiently and effectively.
7. Assist with tracking compliance of backflow prevention program.

8. Cross Connection Control Program: assists with bulk mailings, customer correspondence, data entry in Oracle for completed annual testing, assembly updates and replacements, Plumber certification count, Plumber certification certificates and YWC ID with certified tester number.
9. Data entry into Oracle Install Base for Meter Status changes, and the preparation of the Retired Meter Report for Accounting Department.
10. Possess a working knowledge of PA PUC regulations and the Company's tariff in order to properly address internal and external customers.
11. Consistently demonstrate positive and professional behavior with all individuals contacted on behalf of the Company, including fellow employees.

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE:

Associate's or Bachelor's Degree in Business Administration, Management or equivalent and at least two years of related customer service experience and/or training.

LICENSES:

Valid PA Driver license

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information to customers and employees.

INFORMATION TECHNOLOGY SKILLS:

Microsoft Windows XP or 10, Microsoft Outlook, Word, Excel, Access, Internet Explorer

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers and decimals. Ability to compute rate and percent.

REASONING ABILITY:

Ability to apply commonsense understanding to carry out instructions furnished in written or oral form.

OTHER SKILLS AND ABILITIES:

Proficiently and accurately operate calculator, copier, postage machine, telephone, typewriter, computer terminal.

PHYSICAL DEMANDS:

See attached Essential Function and Physical Demands Analysis.

The employee must be able to work under stress and occasionally be able to work additional hours in order to meet deadlines.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate. Typically works in an office setting