

TOHONO O'ODHAM UTILITY AUTHORITY

Position Description Office Support

Department: Electric Department
Reports To: Department Manager
FLSA Status: Nonexempt
Shift: 8:00 AM – 4:30 PM
Salary Level: 3
Prepared By: Tohono O'odham Utility Authority
Approved By: Mike Bethurem, General Manager
Approved Date: 06/26/2019

SUMMARY

Gives information to callers, takes dictation, and otherwise relieves officials of clerical works and minor administrative and business detail by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

- Performs clerical duties for department – takes calls, maintains calendar, order supplies, etc.
- Generates service orders as required for disconnects, reconnects, and repairs.
- Locates and attaches appropriate files to correspondence to be answered by employer.
- Composes and types routine correspondence and prepares outgoing mail.
- Maintains files, records and other data that is pertinent to the electric department.
- Answers telephone and give information to callers or routes calls to appropriate official and places outgoing calls.
- Greets visitors, ascertains nature of business, and conducts visitors to employer or appropriate person.
- Performs other clerical duties as needed, such as filing, photocopying, scanning and collating.
- Participates in safety meetings and training programs as required.
- Other duties may be assigned.

QUALIFICATIONS

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- The requirements listed below are representative of the knowledge, skill and/or ability required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Required personal characteristics includes: a team player, high integrity, good personal habits, regular work attendance, courteous and friendly, able to work well with diverse groups of people, and ability to gain and maintain the respect of others.

EDUCATION and/or EXPERIENCE

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High school diploma or general education degree (GED); and
Two (2) years related experience and/or training; or
Equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Prefer ability to converse in the Tohono O'odham language.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers and decimals.
- Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

CERTIFICATES, LICENSES, REGISTRATIONS

- First Aid and CPR
- Requires a valid Arizona Driver's License

OTHER SKILLS and ABILITIES

- Knowledge of ten (10) key.
- Basic computer knowledge.
- Knowledge of Microsoft Office Suite and the ability to learn other software programs.

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, color vision, peripheral vision, and ability to adjust focus.

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WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate/high.