



**Title:**  
*Administrative Assistant*

**Level:**  
*1*

**FLSA Status:**  
*Non-Exempt*

**Division:**  
*Solid Waste*

**Department/Location:**  
*Solid Waste Administration*

**Employment Status:**  
*Regular Full Time*

### **SUMMARY**

The Solid Waste Administrative Assistant performs all office/administrative duties and responsibilities for the Solid Waste Director including, but not limited to, record keeping, typing, and mailings. Greets customers and visitors to the Authority, responds to ACD calls and requests. The Administrative Assistant also fulfills some administrative functions in support of Centralized Maintenance Department.

### **RESPONSIBILITIES**

- Greets and assists all internal and external customers who enter the building.
- Ensure that all internal and external requests, either by phone or in person are completed.
- Distribute buckets to walk-in customers and process purchases of carts, buckets, eco-soil bags and asbestos bags, etc.
- Prepares and distributes monthly and annual reports required by the NJ Department Environmental Protection.
- Mail and track NJ Department Environmental Protection submissions.
- Enter, file and mail Solid Waste Enforcement documents to customers.
- Provides job related information and assistance to job applicants, as needed.
- Assists with organization of Authority special events such as Earth Day and holiday-related programs.
- Serves 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 individuals 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 coverage as needed.
- 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 Facilities and Fleet 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 when requested, 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 5 years office/administrative experience

### **ESSENTIAL SKILLS, KNOWLEDGE, AND ABILITIES**

- Valid driver's license in good standing



# ACUA

Atlantic County Utilities Authority

- Ability to transcribe dictation, compose and prepare correspondence, reports and complex documents
- Ability to reconcile daily cash receipts and coordinate deposits
- Proficient in Microsoft Office Suite (Excel, Word, & PowerPoint) and other related applications
- Exceptional interpersonal, customer service, organizational, analytical, written and verbal communication skills.
- Familiarity with Edmunds and Waste Works systems

### **PREFERRED QUALIFICATIONS**

- Strong Customer Service Related Skills

### **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>