



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	815-4200-003	Last Revised:	7/14/2014
Position Title:	Compliance Clerk	Department:	Water/Sewer O & M
Reports to:	Administrative Assistant	Division:	Utilities & Sanitation

Primary Function: Performs receptionist duties of greeting visitors, answering a central phone system to channel all incoming calls and providing assistance as required to complete contacts. Performs various clerical duties in support of the utilities office functions to facilitate the flow of work in daily operations.

Job Duties and Responsibilities:

- Greets visitors, makes necessary notifications and assists as needed, to facilitate contact with appropriate persons and directs to specified office.
- Answers phone, directs incoming calls, takes and delivers messages as required.
- Assists manager with payroll preparation.
- Performs various clerical/administrative duties in support of the utilities office such as typing memos, bid quotes, letters, reports, etc., filing and record keeping.
- Researches information and collates data as requested.
- Prepares updates and distributes department timecards to ensure accurate time management/pay using Attendance Professional program.
- Verifies math accuracy of parts used inventory records.
- Responsible for billing to contractors, EBCI, etc., for the Water Department; prepares, updates, and distributes billing spreadsheets as requested.
- Operates basic office equipment such as central phone system, fax, postage meter, copier, etc.
- Completes sewer overflow forms for all SSOs reported.
- Attends AOC (Administrative Order) working group.
- Prepares any reports necessary to EPA with the direction of appropriate Field Supervisor.
- Attends Utilities Commission on a monthly basis and records minutes if Administrator is out.
- Back up for Administrative Assistant, when absent, as necessary.
- Attends Safety Committee and other committees when required.
- Maintains a neat and orderly work area and office reception area.
- Performs job duties according to established safety guidelines and tribal policies.
- Performs other duties incidental to the job, as required.
- Must possess a NC class C driver's license.

Education /Experience:

Completion of high school (or GED) with basic clerical courses would provide skills necessary to learn the job. One year of business/technical schooling or the equivalent in practical work experience would be beneficial. Work experience in the position of three to six months would be necessary to become proficient in all phases of the job.

Job Knowledge:

Requires a thorough knowledge of the operation of a central phone system. Must know the utility division organizational structure, personnel and their areas of responsibility. Must know the office filing system for water/wastewater customers. Requires basic clerical skills including typing, filing and record keeping. Must have good verbal communications and knowledge of business etiquette. Must know general office procedures and flow of work. Requires skill in the use of copier, fax, calculator, postage meter and related office equipment. Must be familiar with

the phone system equipment and know procedures for securing repairs/replacement.

**Contact with
Others:**

Interacts frequently with coworkers in the exchange of information. Has extensive outside contacts in person and by phone where a positive public image must be maintained. Nature of contact requires the use of tact, courtesy and business etiquette. This position often portrays the "first impression" of the utility division. Works closely with engineers and other departments on plans being established by EPA.

Confidential Data:

Has knowledge of phone messages, contacts and office visitors which should be kept confidential. Must follow confidentiality guidelines and tribal policy.

**Mental /Visual
/Physical Effort:**

Level of concentration varies with duties from intense to general overviews. Subject to frequent interruptions, by phone and in person, this requires varied responses and follow through. Must give attention to several activities concurrently. Physical requirements of the job include sitting, mobility, reaching, bending, light lifting, manual dexterity, visual acuity and the ability to speak and hear.

Environment:

Works in a normal business office environment which has frequent visitors and phone calls creating slightly above average noise levels. Required by department to be up to date on immunizations. Exposure to wastewater, hazardous fluids, etc. is possible; may be sent out in an unsanitary work area to collect proper pictures/information for EPA.

**Responsibility for
Accuracy:**

Proofing and editing procedures would detect most errors. Failure to properly take and deliver messages could have negative results and cause confusion or delays.

**Resourcefulness &
Initiative:**

Follows well defined procedures and guidelines in job duties. Must use judgment and be resourceful in analyzing situations quickly and responding appropriately or in determining the proper referral. Initiative is required to maintain accuracy and work efficiently.