



FALL CREEK REGIONAL WASTE DISTRICT

P.O. Box 59 • 9378 S. 650 West • Pendleton, Indiana 46064-0059 • (765) 778-7544 • www.fcrwd.com

JOB DESCRIPTION **ADMINISTRATIVE ASSISTANT**

Reports to the Office Manager and keeps the Office Manager informed on all customer and billing matters.

As the front-line customer service representative, the Administrative Assistant works to provide our customers with exceptional service.

- Responsible for customer payments received through but not limited to the drop box, mail, office and phone transactions.
- Responsible for reconciling and posting all payments to customers' accounts in a timely manner.
- Maintains the daily posting spreadsheets including Accounts Receivable, Accounts Received by Cash Code and Adjustments spreadsheets. Also ensures the Office Manager receives the spreadsheets in a timely manner once the fiscal month has been closed out.
- Maintains customer records in an organized, efficient manner, using those records to help the Billing Clerks compile monthly customer billings.
- Works with Billing Clerks to ensure that the monthly customer billing is completed in a timely manner.
- Works with the Collection Specialist to ensure that liens are filed as necessary.
- Initiates correspondence to customers and responds to customers, title companies, realty offices and mortgage company inquiries.
- Responsible for completion of all tasks or duties assigned by the Office Manager, which may not be listed in this job description.
- Works with the Office Manager/Assistant General Manager to track new constructions, including but not limited to creating and maintaining Sewer Permit records

QUALIFICATIONS

- A high school diploma or equivalent
- Valid driver's license
- Previous clerical and customer service experience (utility clerical experience preferred but not required)
- Ability to prioritize, multitask and meet daily/weekly/monthly deadlines with minimal supervision
- Strong attention to details and organizational skills
- Excellent written and oral communication skills
- Ability to acclimate swiftly
- Proficient with Microsoft Office Suite

COMPENSATION & BENEFITS

- * Hourly Rate: Based on experience (up to \$21.00/hour with potential progression after 90 days)
- * Benefits:
 - Medical Insurance
 - Vision Insurance
 - Dental Insurance
 - Life/Disability Insurance
 - 457(b) Retirement Plan with Matching Contribution
 - Paid Time Off

HOW TO APPLY

The following items should be submitted via email (bhunter@fcrwd.com) to the Assistant General Manager, Becca Hunter, no later than Friday, June 20, 2025:

- A completed application found on the District's website (www.fcrwd.com) under the 'documents' tab
- A resume
- A letter of interest or cover letter not to exceed one page

The Fall Creek Regional Waste District is an Equal Opportunity Employer, and provides equal employment opportunities for all qualified persons regardless of race, color, sex, national origin, religion, age, disability, sexual orientation, gender identity, veteran status, and other classifications protected by law.