

**Signup and Easement Assistant
Job Description
Southwest Water Authority**

Scope of Work

The individual in this position will do work activities associated with assisting in obtaining new customers, easement acquisition, and public relations duties for the Southwest Water Authority (SWA). The SWA is a political subdivision led by a 15-member Board of Directors. The SWA is responsible for management, operations, and maintenance of the Southwest Pipeline Project (SWPP). The SWPP is a regional water delivery system serving municipal, rural, and industrial water user entities in southwest North Dakota.

Essential Functions

1. Maintains sign-up data base & easement data base.
2. Maintains current customer data base.
3. Maintains sign-up and easement files.
4. Types letters, memos, reports, and other documents using word processing.
5. Assists with customer sign up activities.
6. Assists with easement acquisition activities.
7. Processes and distributes all incoming and outgoing easement and sign-up mail when necessary.
8. Prepares and distributes meeting notices and accompanying materials as related to sign-ups and easements.
9. Attends meetings and prepares minutes of the meetings as related to sign-ups and easements.
10. Identifies customers and potential customers of the Southwest Water Authority.
11. Signs up potential customers.
12. Completes proper paperwork for new customers.
13. Works with customer service personnel to resolve customer and non-participant inquiries.
14. Communicates with owners of property from which easements are necessary.
15. Completes necessary paperwork for easements.
16. Tracks, reports, and resolves (where possible) landowner concerns.
17. Assists in the development of, adjustment of, application of, and enforcement of water service policies, rules, and procedures.
18. Assists with the coordination of all public relations activities related to sign up and easement acquisition procedures.
19. Promotes positive relationships with co-workers and customers.
20. Assists in explaining and promoting marketing programs.
21. Performs other activities as might be required or requested from time to time.

Knowledge, Skills, and Abilities

1. Knowledge of SWA policies, rules, regulations, and procedures in order to provide substantive information to a diversified group.
2. Knowledge of other federal, state, and local policies applicable to SWA.
3. Knowledge of computers and computer applications sufficient to fulfill job duties.
4. Ability to maintain effective working relationships with a diversified group of people under trying and stressful conditions.
5. Ability to communicate courteously and professionally to reflect a positive image of the SWA to its customers and the public.
6. A good knowledge of modern office practices and techniques.
7. Ability to analyze, evaluate, and recommend sound solutions to problems of routine nature.
8. Ability to research, interpret, explain, and correctly apply policies, rules, regulations, and procedures.
9. A thorough knowledge of spelling, punctuation, grammar, sentence structure, and proper English usage.
10. Skill in written and oral communications.
11. Ability to use word processing, database, telecommunications, networks, and SWA software to produce correspondence and reports, and communicate with others.
12. Must possess full keyboard proficiency.
13. Ability to work independently and efficiently.
14. Ability to handle confidential matters.

Typical Physical/Mental/Environmental Demands

1. Requires extended periods sitting at a desk working with a keyboard/computer, answering the telephone and transferring calls, working with computer printouts, doing computations, occasionally lifting up to 50 pounds.
2. Requires finger dexterity, hearing, vision, and the ability to do close work.
3. On a daily basis, requires the ability to read, write, compile, and analyze data and reports.
4. On a daily basis, requires the ability to work courteously and firmly with others.

Supervision

The Assistant Signup and Easement is under the direct supervision of the Marketing Manager. The Assistant Signup and Easement is responsible for carrying out day-to-day duties independently and only consults supervisor on unusually complex problems or precedent setting actions. Completed work is reviewed only from an overall standpoint as to feasibility, compatibility with other work and effectiveness in meeting deadlines, requirements, or expected results.

Guidelines

Guidelines consist of generally accepted office procedures, established SWA procedures, rules and regulations, precedents, laws, regulations, and ordinances of the local, state, and federal governments. The Assistant Signup and Easement exercises judgment in selecting applicable procedure and decides varied matters. In situations where guidelines do not apply, the Assistant Signup and Easement will refer questions to the supervisor for assistance.

Complexity

Duties are not specifically defined and will vary depending upon circumstances. Analysis is necessary to create appropriate work procedure. Application of learned concepts and/or theories is necessary to accomplish a broad range of activities.

Personal Contacts

Contacts are with co-workers within the SWA, landowners, potential customers, customers, the SWA Board of Directors, employees of other federal, state, and local agencies, engineers, attorneys, contractors, other business interests, collection agencies, and the general public.

Purpose of Contacts

The purpose of the contacts is to obtain, clarify, give facts, or exchange information directly related to the SWA. Contacts with customers and the public often require exceptional tact and judgment. To ensure compliance with legal and regulatory requirements, the Assistant Signup and Easement must frequently coordinate and effectively deal with the public, supervisors, co-workers, and others.

Education and Experience

Requires a minimum of two-year post secondary education or training in an office environment. Must type a minimum of 40 words per minute. Computer experience in Microsoft Office, Windows, word processing, data base, and spreadsheet applications is also necessary.

Knowledge of Equipment

Personal Computer Calculator Telephone Office copier Fax Machine
Power Point Vehicle

Non-Essential Functions

1. Ability to acquire knowledge of and experience with Word Perfect Office, Microsoft Office and other software packages as used by SWA.

Location and Work Hours

This position is headquartered in Dickinson, but may require travel throughout the 12 counties. Work hours are 40 hours per week, Monday through Friday. Must be able to work overtime if necessary.

Salary

This is a full time, non-exempt position with a standard benefit package.

The statements herein are intended to describe the general nature and level of work being performed by the person assigned to this position. The statements are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel as classified.