



Job Description

Position Title:	Department:	Reports To:
Office Assistant	Gas/Water/Sewer (GWS)	GWS Operations & Maintenance Manager
Employment Status:	FLSA Status:	Effective Date:
Full-time	Non-exempt	

Job Summary:

Support the Gas/Water/Sewer Department through a variety of clerical, recordkeeping, and other in-office tasks, in addition to providing customer assistance when necessary.

Duties and Responsibilities:

- Schedule gas, water, and sewer inspections.
- Assist with the cross-connection program by mailing letters, scheduling and recording inspections, and recording test results.
- Assist with completing, maintaining, and filing all documentation required by the State of Tennessee Department of Environment and Conservation (TDEC) for back-flows, cross-connections, sanitary surveys, and water meter testing.
- Assist the Water and Gas Direct Operator(s) (D&O) with State and Federal surveys.
- Record all information related to gas, water, and sewer taps and line replacements into the proper spreadsheets.
- Answer all calls related to gas, water, and sewer and create service orders when necessary.
- Request utility locates to Tennessee 811, documenting and recording each request.
- Complete and file the annual Energy Information Administration's Annual Report of Natural and Supplemental Gas Supply and Disposition (EIA-176) report.
- Update manuals including the Operations and Maintenance manual, Public Awareness manual, Emergency Procedures manual, etc.

- Maintain and verify timesheets in the absence of the Operations and Maintenance Manager.
- Complete other duties as assigned.

Required Skills and/or Abilities:

- Acknowledge and adhere to all of LUS' policies and procedures.
- Perform duties safely without endangering self, others, and the public.
- Ability to read, write, understand, and follow instructions and job-related materials.
- Ability to use mathematical skills to be able to add, subtract, multiply, and divide all units of measure.
- Ability to be organized, detail oriented, and handle multiple tasks.
- Ability to take responsibility for your own actions and treat others with respect.
- Attend work regularly and on time.
- Ability to work scheduled and non-scheduled overtime.
- Ability to follow all safety guidelines required by OSHA.
- Ability to work inside.

Physical Requirements:

- Ability to occasionally lift and/or move up to 20 pounds.
- Ability to use eyes, hands, and fingers to operate computer keyboard accurately.
- Ability to sit at a desk for up to 8 hours a day.
- Ability to talk, see, hear, reach, handle, and feel.

Education, Experience, and Qualifications:

- High School Diploma or equivalent required.
- Valid State of Tennessee Driver's License required.
- Proficiency in Microsoft Office Suite (Excel, Outlook, and Word) required.
- Minimum of 5 years secretarial and/or clerical utility experience preferred.