Job Title	Utility Administrative Assistant	**Position Type**	Full-Time
Department	Water & Wastewater	**Supervisor**	Water & Wastewater Superintendent

Job Summary

The Utility Administrative Assistant performs technical bookkeeping, financial, customer service, and administrative support work for the Town of Wilton Water and Wastewater Departments. Knowledge of maintenance of utility customer account files is essential, along with the ability to utilize and understand the Town's general ledger, budgeting, utility billing, and related software systems. On a daily basis, the position works with and assists utility customers, Town residents, vendors, Town staff, and regulatory agencies. Responsibilities include utility billing, customer account maintenance, financial recordkeeping, budgeting support, audit preparation, regulatory reporting, and other administrative functions. The position is also required to assist with Town Office operations and other duties as deemed necessary.

Responsibilities

Customer Service and Utility Administration

- Check phone messages and emails and respond as appropriate.
- Assist utility customers at the Town Office, by telephone, and through electronic communications.
- Maintain utility customer account files and records.
- Schedule appointments with customers for service calls, reconnections, meter change-outs, and related utility services.
- Negotiate payment arrangements with customers for water and sewer accounts.
- Administer collection activities, including water service disconnections for non-payment and broken payment arrangements.
- Process new service applications, final billings, and other customer account activities.

Financial Administration, Billing, and Compliance

- Process daily mail, cash receipts, and bank deposits for Water and Wastewater Department operations.
- Assist with payroll duties, including Water and Wastewater Department payroll and Town-wide payroll review activities.
- Prepare accounts payable warrants for approval and payment.
- Process quarterly utility billing cycles and associated customer statements.

- Prepare and submit sales tax reporting.
- Perform month-end general ledger activities, including accounts payable entries and financial reporting.
- Prepare monthly cash reports and reconcile bank accounts.
- Assist with year year-end accounting, billing, and office procedures.
- Prepare documentation and supporting records for annual Water and Wastewater audits.
- Completed required Public Utilities Commission (PUC) reporting and filings.
- Assist the Water/Wastewater Superintendent with annual budget preparation and related financial activities.
- Process annual sewer liens and prepare lien discharges and related documents.

Administrative Support and Town Office Operations

- Maintain filing systems and records retention requirements.
- Track backflow reports, customer applications, North Jay reporting, and other departmental records.
- Order office supplies for Water and Wastewater department operations.
- Provide administrative support for departmental safety initiatives, including quarterly safety meetings, First Report of Injury processing, safety training documentation, and annual OSHA reporting requirements.
- Perform Town Office duties as needed, including but not limited to Deputy Treasurer responsibilities, registrations, licenses, permits, tax payments, vital records transactions, and Deputy Registrar duties.
- Assist the Water/Wastewater Superintendent with special projects and other duties as assigned.

Job Requirements

Education and Experience

- High school diploma or equivalent required. Experience in bookkeeping, accounting, customer service, office administration, municipal operations, utility billing, or a related field preferred.

Knowledge, Skills and Abilities

- Knowledge of bookkeeping, financial recordkeeping, customer service, office administration, records management, and general office procedures.
- Ability to maintain accurate financial and customer records and work with confidential information.

- Ability to communicate effectively with utility customers, Town residents, vendors, regulatory agencies, elected officials, and Town staff.
- Ability to organize work, prioritizes multiple assignments, meet deadlines, and work independently.
- Proficiency with Microsoft Office applications and the ability to learn and utilize municipal accounting, utility billing, payroll, and related software systems.

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Employee Printed Name Employee Signature Date

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Department Head Signature & Date:

This is a great opportunity to contribute to the community. The Utility Administrative Assistant plays an important role in supporting essential municipal services while serving as a resource for residents, customers, and staff. This position offers a unique opportunity to make a meaningful impact through public service while working as part of a deducated team committed to the Town of Wilton and it's community. This position is compensated at $26.00/hour.

If you are interested or would like to find out more, please email treas@wiltonmaine.gov or call at (207) 645-4961. Application and job description can be obtained at the Wilton Town Office, 158 Weld Road, Wilton, ME 04294 or at www.wiltonmaine.gov.

Position will remain open until filled.

The Town of Wilton is an Equal Opportunity Employer