



Utilities/Operations Assistant

Department: Utilities
Job Title: Utilities/Operations Assistant
Reporting to: Assistant City Manager - Utilities
FLSA Status: Non-Exempt
Date Prepared: January 27, 2026

Job Summary:

The Utilities/Operations Assistant provides administrative and operational support, assisting with purchasing, inventory, payroll support, work orders, and customer service inquiries. This position supports daily operations and works closely with supervisors, Purchasing, and the Assistant City Manager – Utilities to ensure efficient service delivery.

Essential Duties and Responsibilities:

- Receives and responds to customer phone calls regarding service and utility-related issues.
- Prepares work orders based on customer concerns; distributes work orders to appropriate Supervisors and assists with tracking completion.
- Interacts with the public to resolve routine issues or routes inquiries to the appropriate department for resolution.
- Prepares and processes purchase requisitions and assists with ordering materials, supplies, chemicals, parts, and uniforms (non-warehouse inventory) in accordance with City purchasing policies and procedures.
- Assists with inventory management, including receiving materials, tracking usage, maintaining inventory records, and restocking the supply room.
- Reviews invoices for accuracy and completeness and submits documentation for payment processing.
- Issues work orders when equipment or City vehicles require service or repair and tracks related documentation.
- Prepares ADG reports and other documentation to support invoicing and internal reporting.
- Assists with payroll-related tracking, including employee standby reporting, and provides information to department heads and Supervisors.
- Assists with scheduling employee training, including travel arrangements and required documentation.
- Prepares and maintains reports required by state regulations, grants, and audit requirements.
- Maintains files, records, and documentation in accordance with records retention requirements.
- Assists Purchasing by obtaining quotes, coordinating with vendors, and supporting purchasing transactions under the direction of Purchasing.
- Provides backup administrative support and completes special projects as assigned by the Assistant City Manager – Utilities.

The above cited duties and responsibilities describe the general nature and level of work performed by people assigned to the job. They are not intended to be an exhaustive list of all the duties and responsibilities that an incumbent may be expected or asked to perform.

Education and Experience Requirements:

- High School Diploma or GED equivalent required.
- Prior experience using Microsoft Office applications to prepare correspondence, develop reports, and work with spreadsheets required; proficiency in Excel preferred.



Utilities/Operations Assistant

Knowledge/Skills/Abilities:

- Customer Service – Provides a high level of service to internal and external customers, building positive relationships and supporting departmental operations.
- Team Orientation & Interpersonal – Demonstrates the ability to work collaboratively and maintain effective working relationships at all levels within and outside the organization.
- Communication – Communicates effectively and professionally, both verbally and in writing, using tact and diplomacy.
- Organization & Time Management – Works independently with minimal supervision, manages multiple priorities, and meets deadlines with strong attention to detail.
- Systems & Software – Proficient in Microsoft Office applications, including Word, Excel, and Outlook.

Skill Requirements: (X = Required for job)

X	Typing/computer keyboard	X	Verbal communication
X	Utilize computer software (specified above)	X	Written communication
X	Retrieve and compile information		Public speaking/group presentations
X	Maintain records/logs		Research, analyze and interpret information
X	Verify data and information		Investigate, evaluate, recommend action
X	Organize and prioritize information/tasks		Leadership and supervisory, managing people
X	Operate office equipment	X	Basic mathematical concepts (e.g. add, subtract)
X	Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs)		Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics)

Physical Requirements: (X = Required for job)

X	Sitting for extended periods	X	Lifting/carrying up to 20 pounds various items
	Standing for extended periods		Lifting/carrying more than 20 pounds various items
X	Extended periods viewing computer screen	X	Repetitive Motions
X	Walking		Pushing/Pulling
X	Reading	X	Bending/Stooping
X	Speaking	X	Reaching/Grasping
X	Hearing		Writing
	Other (List):		Other (List):

Hazards: (X = Required for job)

X	Normal office environment	X	Electrical current
	Toxic or caustic chemicals		Housekeeping and/or cleaning agents
	Flammable, explosive gases		Proximity to moving mechanical parts
	Outdoor work environment, exposed to weather conditions		

Employee Acknowledgement:

I have reviewed and understand the requirements stated in this Job Description.

Employee's Signature	Date