



## POSITION DESCRIPTION

<b>Position Title</b>	Customer Service Rep. II/Asset Management; Inventory Management Clerk		
<b>Reports to</b>	Office Manager/Assistant General Manager	<b>Department</b>	Office/Administration
<b>Hiring Rate</b>	\$17.00-\$19.00	<b>Date Prepared</b>	7/31/2014
<b>Job Category</b>	Non-exempt/hourly		

**Purpose:**

This position is responsible for maintaining all of the inventory physical assets, which consists of the material used to ensure the successful operation of the water and wastewater systems; both treatment and distribution/collections, at levels that ensure the field operations personnel are able to perform their tasks in a timely manner, and to do so in the most cost efficient manner. This means having the right amount of material to take care of day-to-day needs minimizing expenditures on material that will not be utilized within a reasonable amount of time.

**Supervisory Role:**

Supervises the efficient flow of work orders to and from the field operations personnel to ensure that all procedures are correctly followed. Supervises asset inventory utilization.

**Essential Duties and Responsibilities:**

1. Maintains Asset Management to ensure that all licenses and software updates are current and operable.
2. Maintains the Asset Management database of inventory (Inventory Control) so that it contains all of the necessary records of all material used by field operations checking for accuracy and are complete.
3. Monitors and records the input and outcome of all inventory database items, including entering the information contained in the completed work order.
4. Ensures the smooth flow of all work orders to the field operations personnel.
5. Maintains records to ensure that these work orders are complete and accurate when submitted following the execution of the work order task.
6. Makes sure that all items, especially new items, listed in the database contain the correct information, ensuring that all of the data fields are filled-out correctly.
7. Accurately records the information contained in the completed work order in the Asset Management database in all aspects; labor and material. Maintains adequate stocking of material to meet field operations requirements.
8. Coordinates with operations management to ensure that inventories are physically located where they are recorded in the database, i.e., that the shops, trucks, etc. have the proper inventory as shown in the database stocking levels.
9. Maintains good communication and cooperation with Operations Management ensuring that all of the required work flow paperwork is executed in a accurate and timely manner.
10. Based on stocking levels, job and task related requirements, is responsible for 1) ordering all inventory material (both field and office), 2) checks and compares vendor pricing, and 3) updates records to reflect whatever changes (price, manufacturer, vendor, etc.) have occurred.



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- 11. Maintains an accurate record of all received material. All packing lists must pass through Inventory Control prior to being stored in inventory. In the absence of a packing list, a detailed receipt or invoice is to be provided to the Inventory Management/Inventory Control.
- 12. Provides critical support to the Office Administration as a back-up CSR.

**Essential Knowledge, Skills and Abilities**

- 1. Education:
  - a. High school diploma or GED plus 3 years work experience minimum.
- 2. Experience:
  - a. Requires 3-5 years of experience working in a clerical/inventory capacity. Work experience in a manufacturing or parts distribution related fields preferred..
- 3. Specialized knowledge:
  - a. Must be PC literate, i.e., at a minimum must have Microsoft Excel, Word proficiency.
  - b. Basic accounting knowledge preferred.
  - c. Knowledge of and working skills on Asset Management software preferred.
- 4. Skills:
  - a. Must have excellent communication skills both verbal and written.
  - b. Must have excellent organizational and planning skills.
  - c. Must have excellent interpersonal skills, with the ability to interact with all levels of workers and external agencies.
  - d. Must have a very good level of proficiency in Word and Excel.
  - e. Must be self-motivated in order to complete job requirements without constant supervision.
  - f. Leadership skills

**Work Environment and Physical Demands**

- 1. Harsh Texas weather conditions.
- 2. Must not have existing medical conditions aggravated by constant exposure to intense climatic conditions.
- 3. Required to observe all safety and environmental policies in compliance with federal, state and local laws.
- 4. Must have professional appearance, consistent with the Employee Handbook.

**Disclaimer**

This position description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

<p><i>Prepared by:</i> <i>Mike Taylor</i></p>	<p><i>Approved by Business Manager:</i></p>	<p><i>Approved by Asst. General Manager:</i></p>
<p><i>Date: August 14, 2017</i></p>	<p><i>Date:</i></p>	<p><i>Date:</i></p>