



## CHEROKEE METROPOLITAN DISTRICT

### Internal & External Job Posting

**Job Title: Executive Assistant**

**Posting: 2024-09**

**Salary Range: \$77,000.00 - \$83,200.00 D.O.Q.**

**Open Date: August 29, 2024**

**Close Date: UNTIL FILLED**

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#### Job Description:

Cherokee Metropolitan District has an immediate opening for an Administrative Supervisor to join our team. This position will be full-time, support and report directly to the General Manager and support the Board of Directors of a water/wastewater quasi-municipal special district serving over 25,000 customers.

The following are duties but are not limited to:

#### Support of General Manager and Board of Directors

- Assisting the General Manager by providing administrative support including preparation of memorandums, letters, policies, and orders.
- Assisting the General Manager and Board of Directors with the compiling, organizing, maintaining, and preserving of Board packets, Board Minutes, Resolutions and research and collection of data and information including staff monthly reports.
- Acting as the Clerk to the Board, which entails being present at public Board meetings, the collection and archiving of all Board minutes and actions and posting of all public Board actions.
- Shaping customers' perception of the District and increasing awareness of its objectives by creating and maintaining smooth working relationships and communications between the General Manager and Board of Directors and its customers.

#### Customer Service Support

- Ensuring adherence in the daily operations and processes of utility billing by assisting the Customer Services and Billing Supervisor in establishing and maintaining policies, customer utility services and accounts. Ensure the gathering of statistical data for fiscal reporting of customer connections, usage, and revenue.
- Overseeing the implementation and conformance of rate changes and associated fees.
- Reviewing and establishing (as necessary) monthly billing reporting for dissemination to General Manager.
- Acting as a liaison and arbitrator in resolving complaints, disputes and concerns from customers, businesses, and citizens in the District by exercising independent judgment in selecting proper courses of action and ensuring customer and record confidentiality and privacy. This is done in support of and as backup to the acting Customer Services and Billing Supervisor and will include reporting problems and/or processes to and with the General Manager.
- Organizing and coordinating workshops, open houses, and public forums specific to customers' needs in helping educate and increase knowledge and awareness of the District's objectives and goals.
- Engaging in meetings, conferences, and seminars to provide advice and suggestions in identifying customer needs, current trends, and services.



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### District Compliance

- Overseeing District compliance and transparency by meeting all public posting requirements and through social media networking, newsletters, notices, announcements, suggestion boxes and electronic communication.

### Office and Staff Support

- Providing a bridge for smooth communication between the General Manager and internal departments in helping to reduce daily workflow and routine processes.
- Demonstrating leadership to maintain trust and support with senior management staff.
- Overseeing the certain daily operations of the office, including the janitorial services contract and the office supply budget and inventory, all while supporting a pleasant work environment.
- Monitor conformance of office policies and procedures, organizational effectiveness and communication and report any concerns or challenges to the General Manager.
- Assisting in allocating office space according to departmental needs.
- Coordinating, and/or assisting in the implementation of activities, parties, events for office employees and ordering of flower arrangements when necessary.
- Enhancing employee awareness of events, employee and employee family-related announcements, changes and reminders through electronic communication and notices.

### Education and/or Experience Requirements:

- Bachelor's degree in business administration or related field required. A combination of education and experience may substitute for degree requirement.
- Supervisory experience preferred.
- Detailed planning and time-management skills.
- Professional judgment and knowledge of office procedures and practices.
- Strong leadership skills, management skills and communication skills.
- Exceptional problem solving and conflict resolution skills.

### Attractive Benefits Package

- 100% Employee medical, dental and vision coverage (choice of plans)
- 75% Spouse and Dependent medical, dental and vision coverage (choice of plans)
- 457 deferred compensation retirement plan with 8% company contribution, no employee match required
- Life insurance
- 30-day vesting
- 13 paid holidays
- 1 Personal Day
- Paid vacation and sick leave
- Safety gear, including work boot allowance
- Free golf privileges for employee and immediate family members at Cherokee Ridge Golf Course
- Cherokee promotes career development and provides opportunities to grow professionally through development of technical knowledge and skills delivering challenging projects.



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### Additional Information

FLSA Status: Exempt

Supervisory Classification: No

Probationary Period: 90 days

This job description is not intended to list every function of the position, does not constitute an employment agreement, and is subject to change. It is not intended to limit management's rights to assign, direct and control the work of employees under their supervision.

Work may often call for lifting, pulling, or pushing of items weighing 50 pounds or more. The operator may be subjected to working near mechanical parts and in all outdoor weather conditions. The operator may be exposed to fumes and toxic chemicals.

To ensure the safety of the public and reduce the risk for loss, background screenings and pre-employment drug testing are completed on applicants selected for employment. This position is subject to a screening process including but not limited to criminal history search, reference check, degree and employment verification, motor vehicle record check and ongoing, random drug screening.

Interested applicants should submit an application, resume and letter of interest to the Interim General Manager, Brian Beaudette ([bbeaudette@cherokeemetro.org](mailto:bbeaudette@cherokeemetro.org)). Applications are available online at [www.cherokeemetro.org](http://www.cherokeemetro.org) or by contacting Human Resources Administrator, Connie Hughes ([chughes@cherokeemetro.org](mailto:chughes@cherokeemetro.org)). Applications are also available at the District's office located at 6250 Palmer Park Blvd. Résumés will not be accepted in lieu of an application and applications submitted via job search websites do not satisfy the requirement to complete the application found at [www.cherokeemetro.org](http://www.cherokeemetro.org).

**Cherokee Metropolitan District is an Equal Opportunity Employer**