

MIDLAND COUNTY UTILITY DISTRICT

Administrative Services Coordinator

Department: Administration

Reports To: General Manager

FLSA Status: Non-Exempt

Position Status: Full-Time

Location: Midland, Texas

Position Summary

The Administrative Services Coordinator provides administrative, customer service, billing, and office support for the Midland County Utility District (MCUD). This position serves as a primary point of contact for customers and visitors; performs customer billing and payment processing; provides administrative support to the General Manager and District staff; coordinates Board of Directors meeting materials; maintains District records; and assists with the day-to-day operation of the MCUD office.

The successful candidate must be professional, organized, customer-service oriented, comfortable working with financial transactions and records, and able to manage multiple responsibilities in a growing public utility environment.

Bilingual proficiency in English and Spanish is preferred, but not required

Essential Duties and Responsibilities

Customer Service & Front Office

- Answer, screen, and route incoming telephone calls.
- Greet and assist customers, visitors, vendors, and contractors.
- Provide professional customer assistance; bilingual English and Spanish communication is preferred.
- Respond to routine questions regarding MCUD services.
- Monitor general District email and correspondence.
- Receive and route applications, invoices, correspondence, and other documents.
- Maintain a professional and organized front-office environment.

Customer Billing & Payment Processing

- Prepare and issue customer water bills and other invoices.
- Process customer payments using the district's designated billing and payment-processing software and other approved payment methods.
- Maintain accurate customer, billing, and payment records.
- Respond to routine billing and payment inquiries.

Assist with water station billing and payment administration.
Prepare routine billing and transaction reports.
Coordinate billing and payment information with MCUD's financial services provider.

Invoices & Financial Administration

Receive and process vendor invoices.
Route invoices for appropriate review, approval, and payment.
Maintain invoice and payment documentation.
Assist with purchase orders, reimbursements, and purchasing records.
Maintain organized financial supporting documentation.
Provide requested documentation to MCUD's accounting firm, financial advisors, auditors, and other authorized parties.

Board of Directors Support

Coordinate preparation of Board meeting packets.
Collect agenda materials from staff, legal counsel, engineers, consultants, and other parties.
Assemble and distribute Board materials.
Assist with Board meeting preparation and logistics.
Maintain Board packets, resolutions, orders, contracts, and related records.
Assist with organizing and maintaining approved and executed Board documents.

Administrative Support

Provide administrative support to the General Manager and District staff.
Maintain calendars and schedule meetings and appointments.
Prepare correspondence, reports, forms, spreadsheets, and routine documents.
Coordinate meetings and meeting materials.
Order and maintain office supplies.
Coordinate routine office services, vendors, and deliveries.
Maintain District contact and vendor information.
Assist with travel arrangements and reimbursement documentation.

Microsoft 365 & Records Management

Utilize **Microsoft SharePoint** to organize and maintain District electronic records.
Prepare documents using Microsoft Word.
Prepare and maintain spreadsheets using Microsoft Excel.
Manage email, calendars, and scheduling using Microsoft Outlook.
Utilize Microsoft Teams for meetings and collaboration.
Maintain organized electronic and paper filing systems.
Follow established District records-management procedures.
Protect confidential customer, personnel, financial, and District information.

Purchasing & General Administration

- Assist with purchasing and procurement documentation.
- Maintain vendor, contract, and insurance documentation.
- Assist with employee administrative records and onboarding.
- Assist with District meetings, events, and special projects.
- Perform other duties as assigned by the General Manager.

Minimum Qualifications

- High school diploma or equivalent.
- Minimum of two years of administrative, customer service, billing, office support, or related experience.
- Proficiency with Microsoft Word, Excel, Outlook, and general Microsoft 365 applications.
- Ability to effectively use or learn **Microsoft SharePoint**.
- Ability to effectively use or learn the district's billing, invoicing, and payment-processing software.
- Experience preparing invoices and/or processing payments.
- Strong organizational and customer service skills.
- Ability to communicate professionally, both verbally and in writing.
- Ability to accurately work with numbers, financial transactions, and records.
- Ability to maintain confidential information.
- Valid driver's license.

Preferred Qualifications

- Bilingual proficiency in English and Spanish.
- Three or more years of administrative or office support experience.
- Utility billing or customer-account experience.
- Accounts payable and/or accounts receivable experience.
- Microsoft SharePoint experience.
- Experience with utility billing, invoicing, or electronic payment-processing software.
- Governmental, utility, municipal, or other public-sector experience.
- Experience preparing Board, Council, or other governing-body meeting materials.

Knowledge, Skills & Abilities

- Excellent customer service and interpersonal skills.
- Strong organizational and time-management skills.
- Strong attention to detail and accuracy.
- Ability to communicate effectively and professionally with customers, staff, and the public.
- Ability to manage multiple assignments and meet deadlines.
- Ability to work independently with general supervision.
- Ability to learn new software, procedures, and District operations.
- Ability to exercise sound judgment and maintain confidentiality.

Ability to establish effective working relationships with customers, employees, Board members, vendors, consultants, and the public.
Proficiency with standard office technology and equipment.

Physical Demands / ADA Requirements

The physical demands described below are representative of those necessary to perform the essential functions of the position. **Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.**

Regularly communicate with customers, employees, and others in person, by telephone, and electronically.
Frequently sit and operate a computer and other standard office equipment.
Occasionally stand, walk, bend, reach, and move throughout the office.
Occasionally lift, carry, or move office materials and supplies weighing up to approximately 20 pounds.
Access and utilize electronic and paper records necessary to perform assigned duties.

Work Environment

Work is primarily performed in a professional office environment.
Regular interaction with customers, employees, Board members, consultants, vendors, contractors, and the public.
Attendance at Board meetings or District functions outside normal business hours may be required.
Occasional local travel may be required.

Equal Employment Opportunity / ADA

Midland County Utility District is an equal opportunity employer and provides equal employment opportunities to qualified applicants and employees in accordance with applicable federal and state law.

MCUD provides reasonable accommodation to qualified individuals with disabilities in accordance with applicable law.