

JOB DESCRIPTION

Job Title: Compliance Assistant
Reports To: Compliance Administrator
FLSA Status: Non-Exempt
Department: Water Resources
Date: April 5, 2024

Summary:

Assist the Water Resource Manager and Compliance Administrator in day-to-day responsibilities and in all compliance related operations. Assist in coordination and completion of: Backflow processes, Customer Service Inspections notifications and scheduling including record keeping on all processes related to Compliance, mandatory record retention, digitalizing older records, answering and making phone calls, data entry and scanning. Assist all Water Resources personnel with data collection, documentation, reporting, and other duties as needed.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Assist Compliance Administrator in daily operations of compliance related activities to include ensuring regulatory compliance, preparing mail outs, data entry and minding customers calls to the compliance line.
- Maintain regulatory files, process all requested correspondence, and answer telephone calls to assist with the completion of required CSI inspections or backflow maintenance report requirements from customer base, and all regulatory compliance under the water resource department.
- Assist Water Resource personnel with TCEQ license renewals, new licenses, continuing education, and class and test scheduling.
- Communicate and coordinate activities with third party agencies.
- Organize, file, enter data, scan documents and paperwork in accordance with any regulatory requirements.
- Prepare correspondence and certified mail as required by state and federal agencies. Send out mail, email reminders, and various notices to customer base that is not in compliance.
- Assist Compliance administrator with the ordering, purchasing, and receiving of products.
- Assist in maintaining a mail schedule and calendar for compliance.
- Track information including letter dates and type of notifications. Create batch entries and individual documentation using system software.
- Facilitate compliance processes from beginning to end, outsourcing tasks as necessary and making appropriate adjustments on customer's account where applicable.
- Assist with customer correspondence (including preparing mail) in relation to water quality and compliance complaints.
- Track monthly department productivity and deficiencies and/or past due CSI and Backflow requirements.
- Assist department co-workers as needed and assist customers with questions as required.
- Perform other tasks as designated by supervisory personnel.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty

satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education/Experience:

One year or more of college or technical school; one (1) year related experience and/or training as department assistant; or equivalent combination of education and experience.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Spanish speaker preferred but not a must.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

Word Processing, Excel, E-Mail, Database Software, and Internet Software. Proficient typer and 10key.

Other Knowledge, Skills, & Abilities:

None required for this position.

Certificates and Licenses:

Valid State of Texas Driver's License.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is occasionally exposed to work near moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

Physical Demands:

The described physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly uses hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to stand, walk, or sit. The employee may occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.