**Job Title: Sr Operations Support Rep**

**Share Our Purpose.  Be Yourself.  Feel Valued.**

People are the heart of our business. As an American Water employee, you will be offered a competitive salary and health benefits package, along with opportunities to develop, grow, and evolve your career.  Our benefits packages focus on key areas such as health & wellness, emotional & well-being, and savings for current & future goals.

We are **Beautifully Different**. We strongly believe having diversity across our company makes us more successful and helps us provide essential services to our customers. We are stronger because we embrace different ideas, viewpoints, experiences, and backgrounds. American Water is the best choice for your next role!  Click here for more information on our inclusion, diversity, and equity journey.

American Water is the best choice for your next role! With a history dating back to 1886, American Water (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs approximately 6,400 dedicated professionals who provide regulated and regulated-like drinking water and wastewater services to an estimated 14 million people in 24 states. American Water provides safe, clean, affordable, and reliable water services to our customers to help keep their lives flowing. For more information on American Water, visit amwater.com and follow American Water on Twitter, Facebook and LinkedIn.

**Primary Role**

Responsible for performing a variety of advanced administrative activities and support involving the operations of water treatment and distribution systems, field operations and/or regulatory compliance.

**Key Accountabilities**

* Processes and maintains a variety of advanced accounting information including, but not limited to, payroll, accounts payable, invoices, inventory issues/receipts, purchase orders, customer payments, and bank deposits.
* Researches, compiles and updates information in various systems, including database, spreadsheet and word processing programs.
* Maintains financial and/or other business records, journals and ledgers. (30%)
* Interacts with internal/external customers regarding various issues and provides any additional assistance.
* Researches and resolves difficult customer questions, concerns, difficulties, inquiries and/or problems. (30%)
* Prepares and responds to data requests and executes work orders, service orders, error reports, set-ups, etc. in various configurations such as
* Powerplant, Advantex and Orcom.
* Compiles and reviews numerous essential reports on a daily/weekly/monthly basis (30%)
* Performs other duties as assigned. (10%)

**Knowledge/Skills**

* Advanced knowledge of office procedures
* Advanced math knowledge
* Advanced knowledge of water distribution systems and water and wastewater field operations
* Advanced working knowledge of computer programs
* Advanced knowledge of network and maintenance related issues. Advanced knowledge of company billing guidelines and state billing regulations.

**Work Environment**

* General office environment.
* In some instances must be able to lift up to 10 lbs. maximum and occasionally lift various items.

**Experience/Education**

* High School Diploma or GED required.
* Minimum of 2 - 5 years related clerical experience required.

**Travel Requirements**

* None or minimal travel.

**Competencies**

Champions safety

Collaborates

Cultivates innovation

Customer obsessed

Drives Results

Nimble learning

**Join American Water...We Keep Life Flowing**™

**American Water is firmly committed to Equal Employment Opportunity (EEO) and prohibits employment discrimination for employees and applicants based on his or her age, race, color, pregnancy, gender, gender identity, sexual orientation, national origin, religion, marital status, citizenship, or because they are an individual with a disability, protected veteran or other status protected by federal, state, and local laws.**