

Office Assistant – Irrigation District

Location: Tumalo Irrigation District, 64697 Cook Ave, Bend OR 97703

Starting Pay: \$22-26/hr. DOE.

Benefits: Health insurance (medical, dental, and vision), a 3% employer contribution to a retirement plan, 10 days of paid sick leave per year, paid holidays, and paid vacation based on tenure.

Schedule: Full-Time | Monday–Friday, 8:00 a.m.–4:30 p.m.

Flexible 4-Day Schedule Available: This position may be scheduled 4 days per week (32 hours) or 5 days per week (40 hours), depending on the employee's preference and the needs of the position.

About the Position:

Are you organized, dependable, and someone who enjoys helping people? Are you interested in learning something new and becoming a knowledgeable resource for the community?

We are looking for a long-term Office Assistant to join our small, friendly Irrigation District team. This is more than a traditional administrative position. In addition to general office duties, you will learn about irrigation, water rights, and water-rights management and play an important role in helping our patrons understand and manage their water rights.

Because irrigation districts operate under Oregon Revised Statutes (ORS) Chapter 545, there is a unique body of rules, terminology, and processes to learn. Water rights can be complex, and there is a learning curve when starting the position. But for the right person, it is an opportunity to develop specialized knowledge and become an important part of our team.

We are looking for someone who is curious, motivated, and willing to learn. The successful candidate will take pride in developing the knowledge and skills necessary to become a confident and trusted resource for our patrons.

Customer service is an important part of this position. The ideal candidate enjoys helping people and can remain calm, patient, and professional when assisting patrons with a wide range of questions, needs, and circumstances. Strong communication and interpersonal skills, good judgment, and the ability to navigate challenging interactions with professionalism and empathy are essential.

You don't need to know everything when you start. We will teach you the irrigation and water-rights side of the job. What matters most is that you are willing to learn, ask questions, and treat our patrons with professionalism and respect.

The work changes throughout the year based on the irrigation season.

During April-September, the primary focus is customer service and supporting our patrons while water is running. You will spend a significant amount of time answering phones, responding to questions, assisting patrons, and helping resolve issues.

During October-March, the focus shifts toward water-rights management, beneficial use tracking, data management, and administrative work associated with water rights.

Key Responsibilities

General Office & Customer Service

- Support the Office Manager with the day-to-day operation of the district office.
- Provide exceptional customer service to district patrons, staff, and customers.
- Respond to questions and assist patrons with water-related needs and requests.
- Dispatch daily water calls from water patrons to field crew.
- Maintain a high level of accuracy, confidentiality, and professionalism.
- Maintain office supply and equipment inventories.
- Maintain vehicle maintenance records.
- Maintain workers' compensation and liability insurance records and process claims.
- Create and distribute the Ditch Rider summer work schedule.
- Assist with OSHA requirements, including training, safety meetings, and related documentation.
- Use Microsoft Office applications, including Word, Excel, and Outlook, on a regular basis.
- Learn new systems, procedures, and responsibilities quickly while effectively managing multiple priorities.

Water Rights Management Duties and Qualifications

- Process annual instream leases and assist with water-rights transfers.
- Review and maintain accurate water rights usage for all accounts and process jeopardy water.
- Maintain accurate and current water-rights and ownership information.
- Assist patrons with questions regarding their water rights and related district processes.
- Develop a basic working knowledge of GIS and mapping.
- A desire to learn new skills and share responsibilities with the office manager

Bookkeeping

- Accurately enter and process accounts payable invoices.
- Manage vendor accounts and maintain accurate records of invoices, statements, payments, and account information.
- Manage accounts receivable using water management accounting software.
- Prepare and take company deposits to the bank as needed.
- Assist with collections as needed.

Qualifications & Skills

The ideal candidate will demonstrate:

- Excellent customer service and interpersonal skills.
- Strong verbal and written communication skills.
- Patience and good judgment when dealing with challenging situations.
- Strong organizational skills and attention to detail.
- Has excellent attention to detail and takes pride in accurate work.
- Ability to multitask, prioritize, and meet deadlines.
- Proficiency with Microsoft Word, Excel, Outlook, and similar office software.
- General knowledge of bookkeeping and accounting procedures.
- Ability and willingness to learn specialized water-rights terminology, regulations, and procedures. Basic knowledge of GIS and mapping is helpful.
- Curiosity, initiative, and a willingness to take on new responsibilities.
- Ability to work independently while also collaborating effectively with the Office Manager, District Manager, and field crew.

What We Offer

We are committed to providing a friendly, supportive, and easygoing work environment where employees have the opportunity to learn, gain experience, and become a valued long-term member of the team.

We offer excellent benefits and value employees who take pride in their work, enjoy helping others, and are committed to becoming knowledgeable and trusted resources for the people we serve.

If you are dependable, organized, enjoy working with people, and are excited about learning something new and building a career with us, we encourage you to apply.