

OFFICE MANAGER – DEPARTMENT OF PUBLIC WORKS

Definition:

Responsible for routine to complex administrative functions in directing the day to day administrative operations of the Department of Public Works; provides support services to the Superintendent of Public Works and staff; responsible for receiving, applying and depositing all revenue generated by the Department; clerical and recordkeeping work in handling water and sewer billing for the department; all other related work as required.

Supervision:

Works independently under the administrative direction of the Superintendent of Public Works.

Performs a variety of administrative duties requiring the exercise of considerable judgment, a broad knowledge of department operations, and the ability to work with numerous interruptions; is responsible for carrying through entire functions of considerable importance to the office.

Job Environment:

Performs work under typical office conditions; work environment is busy with frequent interruptions.

Operates automobile, typewriter, personal computer including word processing, copier, facsimile machine, calculator, and other standard office equipment.

Makes frequent contacts with other departments, government agencies, vendors, and representatives of outside organizations; contacts with the public require considerable patience and courtesy.

Errors are sometime difficult to detect, and could result in legal and financial repercussions, considerable confusion and delay and adverse public relations.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Able to assist the Superintendent in directing the Public Work crews to perform selective tasks as requested by the Superintendent.

Responsible for direct supervision of one full-time Department Assistant.

Assist in the recruiting, training, supervising and evaluating of clerical staff.

Organizes and manages the day-to-day administrative operations of the office; clarifies procedures for customers regarding various licenses, permits and regulations of the department;

receives and responds to complaints; refers complaints to appropriate department divisions for action as needed.

Prepares forms and other documents; compiles various types of statistical reports.

Prepares payroll for 20+ employees; maintains personnel files for sick leave, vacations and personal time; prepares, submits and maintains worker's compensation records.

Responsible for reviewing the department's accounts payable for accuracy and timely submission to the Town Accountant on a bi-weekly basis.

Maintains and updates all departmental files.

Provides assistance to the public over the telephone and in the office.

Has access at the department level to a variety of confidential information including portions of employee personnel folders, medical reports pertaining to worker's compensation.

Responsible for all water and sewer billing; downloads meter readings into the department's computer system; creates, proofs, and mails bills; collects and applies all receivables; keeps detailed records of information, and creates monthly financial reports; responsible for monthly and yearly reports to the State regarding water and sewer billing. Handles abatements due to erroneous readings, malfunctioning meters, etc.; makes adjustments for overpayment of bills and late payments. Determines final billing for properties sold. If water/sewer readings are unavailable, estimates fee based on prior readings. Assists customers regarding bills, provides required financial and statistical information to the Town Accountant and Town Treasurer as needed.

Receives and applies all revenue generated by department, including water and sewer bills, transfer station sticker sales, septage billing, industrial pre-treatment bills, all permits and license fees and various miscellaneous functions that generate revenue; bank deposits are prepared and deposited daily during peak periods and as needed during non peak periods; all necessary paperwork is submitted to the Town Accountant and Town Treasurer.

Orders supplies for the department as needed and other supplies as directed by the Superintendent.

Coordinates and schedules appointments for Superintendent and D.P.W. staff.

Assists in writing correspondence, bid specifications, forms and other reports; assists in the preparation of the departmental budget. Prepares bid advertisements for department supplies and services.

Review and revise job postings within the department with appropriate union and D.P.W. personnel. Submit job postings to newspapers as needed; receive job applications and coordinate interviews with applicants.

Assists contractors, engineers, surveying companies, etc. with maps relating to water and sewer layouts, and rules and regulations on water and sewer.

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Responsible for programming, troubleshooting and report functions of on-site fuel pumps-this involves work at the fuel pumps in all weather conditions.

May be required to attend special meetings and work on special projects; performs similar or related work as required or as situation dictates.

Recommended Minimum Qualifications:

Education and Experience:

Associate's Degree in business management, accounting or related field and three years of related experience (preferably municipal) or any equivalent combination of education and experience.

Special Requirements:

Possession of a Massachusetts motor vehicle operator's license.

Must be capable of being bonded.

Knowledge, Ability and Skill:

Knowledge. Thorough knowledge of office practices and procedures. Thorough knowledge of departmental regulations, policies and operations. Working knowledge of basic bookkeeping.

Ability. Ability to maintain limited confidential information. Ability to organize time, work independently, and accomplish tasks despite frequent interruptions. Ability to maintain detailed budget accounts, financial records, and clerical records. Ability to establish and maintain effective working relationships with employees, supervisors, other departments, officials and the public. Ability to communicate effectively verbally and in writing. Ability to operate various types of office equipment.

Skill. Excellent customer service skills in person, in writing and over the telephone. Skill in typing and working with details. Skill in the operation of the above listed tools and equipment.

Physical Requirements:

Minimal physical effort generally required. Ability to operate a keyboard at efficient speed and view computer screens for extended periods of time. While performing the duties of this job the employee is frequently required to sit and talk or hear, use hand to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. Specific vision abilities required by this job include close vision and the ability to adjust focus.

(This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.)