

Ayer, MA Department of Public Works

DEPARTMENT ASSISTANT

Town of Ayer, Massachusetts is seeking a self-motivated, highly qualified applicant for the position of DPW Department Assistant. This person will be responsible for customer service, billing transactions, scheduling, permit processing and general clerical and secretarial duties.

Candidate must have a High School Diploma or equivalent, excellent customer service skills and proficient in Word, Excel, Power Point, Munis; prior experience with municipal utility billing preferred.

This is a union position with a rate of pay rate of \$20.98 per hour.

For Application Package, contact the Ayer DPW (978)-772-8240, dpw@ayer.ma.us. Application and resume, in confidence, should be received no later than **3 PM Friday, August 26, 2016** by the Superintendent of Public Works, 25 Brook Street, Ayer, MA 01432. Ayer is an EO/AA Employer.

Posted August 9, 2016

NOTICE OF VACANCY

As to agreement - Town of Ayer and American Federation of State, County and Municipal Employees, (Town Hall / Clerical), AFL-CIO, State Council 93, Article 13 - Job Posting and Bidding.

DEPARTMENT ASSISTANT DEPARTMENT OF PUBLIC WORKS

RATE OF PAY: \$20.98 per hour (FY17)

APPLICATION:

Applications are available in the DPW Administrative Offices and must be completed and submitted to the DPW Superintendent no later than 1:00 p.m. on Friday, August 12, 2016.

DEFINITION:

1. Performs skilled secretarial, clerical and record keeping work of more than ordinary difficulty in the maintenance and processing of financial records, accounts and transactions; work is of a participatory nature requiring thorough knowledge of departmental operations; all other work as required.

JOB ENVIRONMENT:

1. Works under the general supervision of the of the department head or supervisor, following department rules, regulations and policies, requiring the ability to plan and perform operations, and to independently complete assigned tasks according to a prescribed time schedule.
2. Work is performed under typical office conditions, with little exposure to occupational risks; typically have interruptions during the day from inquiries by the general public and others.
3. Operates computers, calculators, scanner, facsimile, copier, telephone and any other standard office equipment.
4. Makes frequent contacts with the general public, other Town departments and officials, outside agencies and other governmental organizations; communication is by means of telephone, personal discussion and correspondence; contacts requires excellent customer service skills.

ESSENTIAL FUNCTIONS:

1. Maintains moderately complex financial records; receives and records cash receipts; prepares reports; answers inquiries on accounts and assists the general public; assists in filling out forms and applications; may issue permits, licenses and other documents; performs all general clerical and secretarial duties including typing, filing, data entry, answering the phone, sorting and delivering mail, note taking, etc. Processes appropriate information and forms to Town Accountant's

- Office, Treasurer's Office and other Town departments; reconciles various accounts, payments and records.
2. Supplies information relating to policies, rules and regulations of the department; assists the general public with inquiries via personal discussion, telephone conversations, mail and email; completes information for the preparation of department payroll; prepares invoices for processing; monitors expenditures and maintains associated records; assist in maintaining departmental employee attendance records recording sick and vacation time; orders department office supplies; compiles preliminary data for department budget.
 3. Makes routine contact with the general public requiring courtesy in responding to complaints; interacts regularly with other town departments and utilities to cooperate on public works related activities.
 4. Accuracy is critical; errors may result in damages, potential danger to public health and safety or increased department costs.
 5. Precisely prepares and processes bi-weekly accounts payable for all divisions of the Public Works Department.
 6. Schedules appointments for meter maintenance and final meter readings; bills water meter installations and water turn on/off and other associated fees; edits accounts to update ownership and addresses; answers questions regarding usage and account history; assists with water and sewer receivables.
 7. Initiates, prepares and bills the industrial pre-treatment accounts (IPP), septage and backflow programs.
 8. Precisely processes, tracks and files all department applications/permits including but not limited to water and sewer, trench, street opening and transfer station.
 9. Accurately tracks, distributes and files Dig Safe requests received by the department.
 10. Responsible for all related duties in the absence of the Business Manager.
 11. Individual must be self-motivated and be able to work independently.

RECOMMENDED MINIMUM QUALIFICATIONS

Education, Training and Experience:

1. High school education including or supplemented by courses in office procedures, computers, bookkeeping and typing; two years of experience in clerical, bookkeeping or related field: experience in a municipal setting and in dealing with the public strongly preferred; or any equivalent combination of education and experience.
2. Proficiency in the following software applications strongly preferred: Word, Excel, Power Point, Munis; prior experience with municipal utility billing preferred.

KNOWLEDGE, ABILITY AND SKILL:

Knowledge: Thorough knowledge of general office functions and bookkeeping principles. Working knowledge of the organizations and institutions relevant to the department's field of interest preferred. Position requires the ability to comprehend the full scope of departmental activities and policies. Thorough knowledge of arithmetic.

Ability: Ability to maintain accurate and detailed financial records. Ability to organize clerical and statistical records. Ability to maintain detailed and extensive records and to prepare reports from same. Ability to work effectively under time constraints to meet deadlines. Must be able to prioritize tasks. Must be able to deal tactfully and appropriately with the general public, co-workers and town departments in an effective manner.

Skill: Skill with typing and computers, particularly with financial and spreadsheet applications. Excellent communication and organizational skills. Skill in the operation of all the above listed office equipment.

PHYSICAL REQUIREMENTS:

Minimal physical effort required in performing duties under typical office conditions. Ability to operate a keyboard and calculator at efficient speed and view computer screens for extended periods of time. Specific vision requirements include close vision and the ability to adjust focus. Ability to sit, stand, walk and hear. May be required to stand for long periods of time when assisting customers.

PROBATION:

New employees shall have a six (6) month probation period in accordance with the Town of Ayer's Personnel Policies and Article 13 of the Collective Bargaining Agreement. After successful completion of the probation period, the employee will be considered a full time Department Assistant.