

Department of Public Works  
Department Assistant

**Definition:**

The purpose of this position is to provide administrative and clerical work of substantial difficulty to the Public Work's Director, Town Engineer, Water & Sewer Superintendent and Business Manager as well as providing support to the general operations of the entire Public Works. Provides front desk customer service by phone and in person; performs all other related work as required.

**Job Environment:**

Work is performed under typical office conditions, with little exposure to occupational risks.

Operates automobile, computers, calculators, scanner, facsimile, copier, telephone and any other standard office equipment.

Makes frequent, daily contact with the public, other Town departments and officials, outside agencies and other governmental organizations and co-workers. Contact is by means of telephone, personal discussion and correspondence; contacts with the public require a high level of courtesy and patience.

Errors could result in delays, reduced levels of service, poor public relations and have financial repercussions.

**Essential Functions:**

*(The omission of a duty does not exclude it from the position if the duty is similar, related or a logical expectation for an individual to perform as part of the job responsibilities. Reasonable accommodation may be made to assist individuals with disabilities).*

Assists the public and contractors by providing information regarding department operations, procedures, forms, permits and applications. Collects all fees associated with these transactions; precisely processes, tracks and files all department applications/permits including, but not limited to water and sewer, trench, street opening and transfer station vehicle permits.

Answers telephone and forwards calls to appropriate individuals and divisions.

Has daily interaction with water and sewer customers fielding inquiries and complaints requiring excellent customer service skills. Receive, review and process all department accounts receivable including water and sewer payments.

Schedules appointments for meter maintenance and final meter readings; prepares billing for water meter installations, water turn on/off and other associated fees; edits accounts to update ownership and addresses.

Processes and submits bi-weekly accounts payable for all Public Works divisions averaging \$75,000 - \$150,000 each bi-weekly warrant observing all public procurement procedures pursuant to Massachusetts General Laws. Receives, sorts and copies invoices, matches invoices against purchase orders; enters data into Munis.

Initiates, prepares and bills the industrial pre-treatment accounts and backflow program.

Accurately distributes, tracks and files Dig Safe requests received by the department.

Accuracy is critical; errors may result in damages, potential danger to public health and safety or increased department costs.

Must be self-motivated and be able to work independently.

Responsible for all related duties in the absence of the Business Manager.

Performs similar or related work as required.

### **Recommended Minimum Qualifications:**

#### *Education, Training and Experience:*

High school education including or supplemented by courses in office procedures, computers, bookkeeping and word processing.

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.

Proficiency in the following software applications strongly preferred: Word, Excel, Power Point, Munis; prior experience with municipal utility billing preferred.

*Knowledge, Ability and Skills: (The following knowledge, skills and abilities are necessary to effectively perform the duties of this position. The omission of specific knowledge, skills and abilities does not exclude them from the position if the knowledge, skill or ability is similar, related or a logical expectation for an individual to possess to effectively perform the duties of this position).*

Requires strong organizational skills and be able to meet deadlines.

Possess even temperament, good judgment and excellent human relation skills with the ability to communicate effectively with coworkers, management and the public.

Apply effective customer service techniques; respond to customer inquiries and complaints in a courteous, understanding and concerned manner.

Excellent computer skills with the capacity to promptly learn new computer software programs relevant to the municipality.

Knowledge of modern practices and procedures employed in general business.

Have legal authorization to work in the United States.

Have not been convicted of or pleaded guilty to any felony charge or to any violation of any federal or state laws or city ordinances relating to force, violence, theft, dishonesty, gambling or controlled substances.

Possess a good reputation for confidentiality.

Must be able to be bonded.

Ability to count money, make correct change, receive and apply payments accurately.

Possess good knowledge of English, punctuation, spelling and arithmetic.

Maintain a neat, clean and acceptable personal appearance.

Ability to report for work and perform the duties of the position for 40 hours a week.

Ability to accurately perform job responsibilities in a timely manner to meet scheduled deadlines.

Have physical and mental ability to work independently and cooperatively and to perform duties of job in comparable time to other employees.

Must be capable of operating a personal computer, calculator, facsimile machine, photocopier, postage machine, multi-line telephone system, and miscellaneous office equipment and accessories customarily used in an office environment.

**Supervision Received:**

Work is performed independently under the general direction of the Director and Business Manager.

**Salary:**

Full-time (40 hours per week), benefitted position; salary \$25.92 per hour (FY24).

**Probation:**

A newly hired employee shall be considered a probationary employee for the twelve (12) months of their employment pursuant to Article 14 of the Collective Bargaining Agreement.