



**TOWN OF FRAMINGHAM
MASSACHUSETTS**

**RFP#16-117
April 6, 2016**

**NOTICE OF VACANCY
April 6, 2016**

POSITION: Billing Coordinator
DIVISION: Public Works / Water & Sewer
SALARY: M4 \$46,407-\$55,464
HOURS: Monday – Friday 8:30 am to 5:00 pm

Statement of Duties: Employee performs a range of administrative and clerical functions including but not limited to water and sewer billing of the Department of Public Works. Employee is required to perform all similar or related duties.

Supervision Required: Employee works under the general supervision of the Business Manager. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed

Confidentiality: In accordance with the State Records Law, the employee does not have regular access to confidential information.

Supervisory Responsibility: Employee is not required to regularly supervise other town employees.

Judgment: Numerous standardized practices, procedures or general instructions govern the work performed and in some case may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice or procedure, regulation or guideline.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: Employee performs work in an office setting subject to frequent interruptions. The employee may be required to work beyond normal business hours in support of the department's emergency response efforts.

Nature of Public Contacts: Relationships are primarily with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with uncooperative or uninformed persons.

Accountability: Consequences of errors or poor judgment may include missed deadlines, legal repercussions, monetary loss, and adverse public relations.

Occupational Risks: Duties of the job present little potential for injury to the employee. Risk exposure is similar to that found in an office setting.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

1. Performs a range of administrative and clerical services including but not limited to all facets of water and sewer billing including the processing of meter reads, water and sewer utility invoices, water and sewer entrance fees, as well as manual data to capture meter readings.
2. Analyzes exception reports to determine meter readings exported into a bill run and identifies potential billing issues in advance of the generation of bills.
3. Maintains utility account information.
4. Responsible for responding to customer inquiries/complaints as well as to inquiries regarding department solid waste programs and service main breaks as well as abatement and Senior discount programs; prepares information and customer response letters as directed by the Business Manager.
5. Processes water meter maintenance work orders and requests for adjustments, final bills, sewer services, backflow bills, and other miscellaneous department services.

Recommended Minimum Qualifications:

Education and Experience: Must have an Associate's degree, and three to five (3-5) years of office experience; or an equivalent combination of education and experience.

Special Requirements: None required.

Knowledge, Abilities and Skill

Knowledge: Knowledge of office procedures, computer programs and equipment, accounting, department payroll and financial billing procedures. Knowledge of technology including but not limited to office software (word processing and spread sheet applications) and the Internet or email system in support of department operations.

Abilities and Skills: Plan and prioritize work, and perform multiple tasks, work independently, and be self motivated. Ability to deal effectively with disgruntled members of the public. Proficient customer service skills; proficient written and oral communication skills, and good common sense. Proficient data processing and keyboarding skill.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, kneeling, twisting, reaching with hands and arms, and standing. There may also be some occasional lifting of objects such as books, office equipment and computer paper.

Motor Skills:

Position requires the application of basic motor skills for activities including but not limited to operating a personal computer, office equipment, word processing, pushing, pulling or lifting department files, , and sorting of papers.

Visual Skills:

Position requires the employee to routinely read documents and reports for understanding.

Please visit our website:

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

The Town of Framingham is an Affirmative Action Equal Opportunity Employer.