

Promotional ☐
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Please Post
June 27, 2016

NOTICE OF VACANCY

DEPARTMENT: Department of Public Works
JOB CLASSIFICATION: DPW Senior Clerk
SALARY RANGE: \$17.23 - \$20.97
HOURS: 35 HOUR WORKWEEK

BENEFITS: VACATION - two weeks after 1 year of continuous service depending on how many weeks worked in previous calendar year; three weeks after five years; four weeks after ten years; five weeks after twenty years. Vacation is earned on the anniversary date of the first year of employment and thereafter is credited as of January 1. SICK LEAVE: After six months you will accumulate 6 days and will be credited with 1 day per month thereafter to a maximum of 180 days. PERSONAL DAYS: 3 days per fiscal year commencing after six months of employment. Worcester Regional Retirement System; Health Insurance and Life Insurance available; HOLIDAYS: 11 paid holidays per year.

SUBJECT TO: 1 year probationary period and employment physical

TOWN OF HOLDEN
Position Description
FLSA: Exempt

Position Title: **DPW Senior Clerk**

Department: Public Works

Reports to: Office Manager

Date: June, 2016

GENERAL SUMMARY:

Under the supervision of the Public Works Office Manager, assists the Water & Sewer (W&S) Superintendent with nearly all aspects of the day to day operation of the W&S Division. The Senior Clerk provides multiple aspects of customer service to residents, business owners, contractors, etc., related to the water and sewer systems. The Senior Clerk also assists the Office Manager with other DPW related office support functions and customer service.

ESSENTIAL JOB FUNCTIONS:

Performs customer service functions primarily for the W&S Division, but also for the entire DPW.

Schedules customer appointments and maintains a daily calendar for the W&S Division.

Maintains an appointment log, and ensures all scheduled work is completed by the W&S Division.

Coordinates between the W&S Division Personnel and the Municipal Light Department to address customer bills for specialized services.

Coordinates between the W&S Division and the Municipal Light Department to correct billing discrepancies.

Responds to public inquiries regarding water and sewer related fees and connection requirements.

Maintains a complaint log and service log, ensuring that all task orders are completed.

Coordinates the W&S Division's Cross Connection Control Program including operating and maintaining the specialized software required to facilitate the Program.

Compiles and maintains data for water system related reporting to the Massachusetts Department of Environmental Protection (MADEP). Prepares monthly reports filed with the MADEP as required by the Safe Drinking Water Act. Compiles and assembles data for, and assists in the distribution of the Annual Statistical Report and the Consumer Confidence Report.

Maintains monthly records relating to the operation of the water and sewer systems. Keeps records of monthly and annual water quality sampling and sampling requirements.

Collects payment on Water Connection applications, Sewer Connection applications, Upper Blackstone Septage permits, and Sewer Meter applications. Documents and turns in special revenue from the above permits to the Town Treasurer.

Coordinates, schedules, and tracks customer meter installation, inspection, account creation, and billing. Coordinates the creation of new accounts within the Water and Sewer billing system.

Prepares correspondences for, and maintains the files of, the W& S Division.

OTHER DUTIES AND RESPONSIBILITIES:

Maintains the records of the Town wide fuel system including tracking individual vehicle fuel use, departmental fuel use, and preparing invoices for Town Departments.

Assists in coordinating sales and providing customer service related to burial plots within Grove Cemetery.

Performs customer's service functions for the DPW. Assists DPW Office Manager with DPW related office support functions.

SKILLS/EXPERIENCE/TRAINING REQUIRED:

Over five years of experience in the municipal water & sewer utility field with progressively increasing levels of responsibility.

Ability to perform a variety of clerical, secretarial and customer service tasks accurately and efficiently. Ability to prioritize tasks and deal effectively with interruptions.

Ability to communicate clearly and concisely with the public both verbally and in writing.

Knowledge of computerized systems as they relate to public works operations, including Microsoft Windows and Office software.

A basic understanding of water and sewer infrastructure. Knowledge of and skills to utilize the NDS Billing System, or other automated billing systems. Knowledge of and skills to utilize specialized software related to the Cross Connection Control Program.

Duties require knowledge equivalent to completion of four years of high school.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

APPLICATIONS AVAILABLE:

OFFICE OF TOWN MANAGER, STARBARD BUILDING
1204 MAIN STREET, HOLDEN MA 01520

CLOSING DATE FOR APPLICATIONS: July 14, 2016

FOR FURTHER INFORMATION CONTACT: TOWN MANAGER'S OFFICE
STARBARD BUILDING, HOLDEN MA 01520 (508) 210-5501
Or visit www.holdenma.gov Employment Opportunities
EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER
THE TOWN OF HOLDEN DOES NOT DISCRIMINATE AGAINST THE HANDICAPPED