

CLERK / OFFICE ADMINISTRATOR POSITION

JOB DESCRIPTION:

Including but not limited to:

- Interacts with customers to respond to inquiries and concerns
- Monthly water and sewer use billing
- Process daily water and sewer payments
- Daily and Monthly reconciliation/reporting with District Treasurer
- Management of customer database and account information
- Management of water meter reading software
- Distribution of all informational notices and updates to customers
- Compliance and enforcement of M.G.L.'s, District Bylaws, District Rules and Regulations
- Posting of meeting notices and agendas according to "Open Meeting Law"
- Recording of all Board meeting minutes, including executive sessions
- Issues and maintains contractor/drain layer applications, fees, licenses, permits, and new connection or renewal information
- Issues work orders to operation technicians related to service issues or repairs
- Schedules and maintains water meter replacement/repair appointments for entire District
- Monitors sewer betterment assessment collections
- Preparation of Annual and Special Meeting materials such as article motions and annual reports
- Additional duties: Clerk (appointed) – Keeper of records, verification of registered voters within District boundaries, certifies District annual and special meeting documentation and official voting records, certifies other District documentation as needed
- Maintains district website, creating and editing of: documents, letters, spreadsheets and presentations, answering telephones, email correspondence, faxing, filing and mail collection

PREFERRED QUALIFICATIONS AND REQUIREMENTS:

- 5+ years' experience in an administrative/customer service role, ideally in a municipal setting
- Associates/Bachelor's degree preferred however, relevant experience is acceptable
- Must possess excellent communication skills – both verbal and written
- Superb interpersonal and organizational skills
- First rate customer service skills and a knack for mediation in sensitive situations
- Demonstrates self-motivation and dependability
- Detail-oriented, and energetic, must be a team player
- Outstanding data entry, and proofreading skills
- Ability to prioritize and multi-task is essential
- Proficiency in Microsoft Office Suite, specifically Outlook, Word and Excel
- Capable of receiving fast paced training of proprietary billing software and meter reading software
- Must be able to lift over 30 lbs. occasionally

JOB TYPE:

- Full time, year round position.
- Must be available for monthly evening Board meetings, annual meetings and/or special meetings
- Full benefits offered such as: health insurance, retirement, paid vacation time and holidays
- Salary commensurate with experience. Annual salary range: \$40,000 - \$55,000

Applications available at: www.cvrwd.com

Please email cover letter, resume and application to info@cvrwd.com or mail to:

Cherry Valley and Rochdale Water District, P.O. Box 138, Rochdale, MA 01542.

Applications will be accepted until close of business, Monday, June 25, 2018.

This institution is an equal opportunity provider and employer.