

Town of Arlington

WATER/SEWER ACCOUNTS/OPERATIONS ASSISTANT

DEPARTMENT OF PUBLIC WORKS

Department: Public Works

Union: AFSCME, Local 680

Salary: \$46,889 - \$61,598

35 Hours per week

Definition

Responsible for expense and revenue analysis as well as operational support for the Department of Public Works Water and Sewer Division ; all other related work, as required.

Supervision

Works under the general direction of the Water/Sewer Account Manager . Works independently, generally setting own daily work plan to achieve defined objectives.

Performs a variety of financial and administrative duties requiring a thorough knowledge of the departmental operations. Follows procedures which are generally defined by precedent or established guidelines.

Work Environment

Performs work under typical office conditions; works beyond normal business hours to meet deadlines. The volume of work is subject to seasonal and other fluctuations.

The employee operates standard office equipment.

The employee has contact with customers, town departments, vendors, other towns and state agencies; contact is in person, by telephone, and in writing.

The employee has access to department-related confidential information.

Errors in could result in monetary loss and legal repercussions.

Essential Duties and Responsibilities

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

Primary service contact for utility billing and customer questions/concerns. Documents, takes action on, and monitors inquiries to resolution. Provides support using utility billing software and technology.

Tracks, calculates, gets approval for and processes all necessary adjustments and abatements for utility bills

Schedules appointments with customers for service calls

Assists with preparation of the annual department operating budget; provides necessary data to support material and service costs.

Monitors monthly budget expenditures for potential deficits and recommends corrective actions; monitors water division income and expenses and identifies need for rate revisions.

Reviews account data regularly in order to identify actionable items with meter reading technology.

Develops, maintains and updates internal operation policies/procedures. Makes recommendations for updates and improvements.

Reviews complaints, questions and requests for information and services; resolves as able and directs requests to appropriate party for response; explains public works policies and procedures.

Prepares miscellaneous reports for regulatory agencies, as needed.

Assists with ensuring bills are properly prepared, receivables are properly posted, delinquencies are followed up, and bills are properly paid; prepares requisitions, assigns account numbers and approves requisitions.

Accounts for back flow testing invoices and payments. Maintains documentation in accordance with current regulations.

Performs similar or related work as directed, required, or as situation dictates.

Recommended Minimum Qualifications

Education and Experience

Associate's Degree in business or accounting; Bachelor's Degree preferred; three to five years of utility or accounting experience; or an equivalent combination of education and experience.

Knowledge, Ability and Skill

Knowledge of department operations. Knowledge of accounting, billing and budgeting procedures.

Ability to organize time and accomplish tasks independently. Ability to record and maintain financial records. Ability to communicate effectively verbally and in writing.

Excellent computer skills. Customer service skills. Good communication and organizational skills.

Physical Requirements

Minimal physical effort is required to perform duties under typical office conditions. The employee is frequently required to sit, speak, hear and use hands to operate equipment. Vision requirements include the ability to read routine and complex documents and use a computer.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.