



TOWN OF WESTBOROUGH MASSACHUSETTS

HUMAN RESOURCES

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EMPLOYMENT OPPORTUNITY UTILITY BILLING ANALYST DEPARTMENT OF PUBLIC WORKS

The Town of Westborough seeks qualified, detail-oriented applicants for the full-time position of Utility Billing Analyst to support the day-to-day operations of the Department of Public Works.

The ideal candidate will be looking to join a team that values professionalism, accountability, integrity and responsiveness. Associate's degree equivalent from two-year college or technical school with a minimum of three to five years related experience and/or training; or any equivalent combination of education and experience. To perform this role, advanced knowledge of Microsoft Excel, Word and Munis (Tyler Technologies) software is preferred.

This is a full-time (40 hours/week) position with an anticipated hiring range of \$25.79-\$31.57/hour (maximum of range is \$36.48); offer at hire commensurate with qualifications and experience. To apply, send resume and cover letter in a single PDF via email, with subject line: *Utility Billing Analyst* to: jobs@westboroughma.gov. The position will remain open until filled. This posting is not meant to be inclusive of all job duties or qualification requirements; please visit our [Human Resources website](#) for a complete job description.

The Town of Westborough is an equal opportunity employer that recruits and hires qualified candidates without regard to race, religion, sex, sexual orientation, gender identity, age, national origin, ancestry, citizenship, disability, veteran status, or any other protected status. The Town of Westborough seeks a workforce that reflects the diversity of its community, and all are encouraged to apply.

POSTED: 10/27/2026



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Job Title: Utility Billing Analyst	Reports To: Business Manager
Department: Public Works	Job Code: N-13
Location: Public Works, 131 Oak Street	Hours per week: 40
Revised: 10/7/2026	FLSA Status: Non-Exempt

SUMMARY: Under the direction of the Department of Public Works (DPW) Business Manager, works in accordance with established methods and procedures regarding the administration of the billing process for the municipal utilities of water, sewer, and stormwater. This role performs a variety of responsible duties to include customer service, financial recordkeeping, and billing system administration to ensure customers are bill accurately and timely. Position requires considerable attention to detail, accuracy, and the use of independent judgement and analysis to successfully perform the duties of the position.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Establishes and maintains approximately 5,800 water, sewer, and stormwater accounts in the Town's billing system.

Analyzes meter readings for accuracy and identifies unusual consumption patterns; coordinates meter replacements, repairs, and re-reads; processes low-income rate adjustments; and estimates bills when readings are unavailable.

Inputs and validates water, sewer, and stormwater rate changes into the billing system.

Maintains accurate customer account records, processes address changes, completes ownership transfers, schedules service requests, and coordinates utility service disconnections and reconnections.

Coordinates with multiple billing and programming vendors to ensure data systems are updated, troubleshoot software issues, and participates in vendor training seminars.

Updates and maintains the handheld meter reading system. Coordinates quarterly collection of data by contracted meter readers.

Responsible for importing and exporting water meter reading data from the handheld system to the water billing system and producing water, sewer, and storm water bills in accordance with established timeline.

Completes the setup of water meters for new residential properties and commercial developments in various software applications. Works closely with the Treasurer/Collector's Office to balance monthly water, sewer, and stormwater commitments.

Works closely with the GIS analyst and the Stormwater Engineer to determine billing calculations related to impervious areas.

Prepares final water, sewer, and stormwater bills related to real estate transactions.

Collects and prepares data to be submitted as part of annual reporting to the Massachusetts Department of Environmental Protection.

Creates and maintains weekly listing of water, sewer and stormwater on-call personnel and provides to the emergency services dispatch office.

Serves as the Town's primary customer service representative for questions, complaints, and requests regarding water/sewer meters and bills. Responsible for research, follow-up, and resolution of customer issues, including documentation or correspondence.

Collects and prepares all historical documents related to abatements and adjustments for review by the DPW Director, Water/Sewer Operations Manager, and the Treasurer/Collector.

Assists other Public Works personnel in office-related duties.

Supervisory Responsibilities: While this position does not supervise other employees, the position oversees the activities of the two contracted water meter readers.

Education and/or Experience: Associate's Degree or equivalent from a two-year college or technical school with three to five years related experience and/or training; or any equivalent combination of education and experience.

Language Skills: Ability to read comprehend, analyze, and interpret instructions, correspondence, general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of internal managers, clients, customers, and the general public in one-on-one or small group settings.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to create and interpret bar graphs.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and manage several abstract and manage abstract and concrete variables where limited standardization exists.

Computer Skills: To perform this job advanced knowledge of Microsoft Excel, Word and Munis (Tyler Technologies) software is preferred.

Other Skills and Abilities: Proficiency in detailed bookkeeping and accounting procedures. Ability to keep complete and detailed records and to prepare periodic reports from such data. Ability to perform detailed work accurately and efficiently within deadlines. Requires strong time management, organizational, administrative, computer, mathematical, interpersonal skills, and ability to prepare accurate statements and documents. Ability to communicate clearly and concisely both verbally and in writing. Must be attentive to detail and accuracy as errors in administration could result in legal repercussions or lower standards of services and result in additional costs to the Town.

Physical Demands: 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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.