

**Office Administrator
Dedham-Westwood Water District
Dedham, MA**

The Dedham-Westwood Water District (DWWD) is the Public Water Supplier to the Towns of Dedham and Westwood. The District was formed as a government body in 1985 and is governed by a six-member Board of Water Commissioners, appointed by the Select Boards of the two towns.

The Dedham-Westwood Water District is seeking an Office Administrator to join their team in Dedham MA. Reporting directly to the Business Manager, the Office Administrator will be primarily responsible for day-to-day office operations including receptionist duties and general administrative support.

Office Administrator Job Responsibilities

- Welcome both walk-in and drive-up customers to the office
- Answer phones, help answer customer inquiries and direct calls to appropriate representative
- Collaborate with team members to troubleshoot and resolve customer issues
- Book and process service orders; schedule and confirm appointments with customers and provide schedule to service team
- Assist in billing and collection of payments on delinquent accounts and provide receipts to customers
- Collect bids from contractors and direct customer's to where the bids will take place
- Assist in meter reading process (Equinox/EZ Route, etc.),
- Provide support and analysis of customer accounts
- Balance the cash drawer daily and deposit money into vault
- Coordinate mailings and assist with other miscellaneous office projects

Office Administrator Qualifications and Skills

- High school diploma required; some college level coursework a plus
- 5+ years of prior office administration experience
- Proactive team-player with strong communication and interpersonal skills
- Reliable, flexible, resourceful, and efficient
- Detail-oriented with strong organization and problem-solving skills
- Proficient with Microsoft Office Suite including Word, Excel and Outlook
- Flexibility to provide coverage for other team members when needed

Disclaimers:

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.

Dedham-Westwood Water District is committed to the principle of equal employment opportunity. Applicants for employment and employees are reviewed on their individual qualifications for a position. Under no circumstances will Dedham-Westwood Water discriminate against qualified persons on the basis of race, color, religious creed, retaliation, national origin, ancestry, sexual orientation, gender, gender identity/expression, disability, mental illness, genetics, choice of health insurance, marital status, age, veteran status, or any other basis prohibited under applicable law.

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