

Palmer Water District # 1

10 Walnut Street
Palmer, Massachusetts 01069
1-413-283-8411

March 16, 2022

**Office Administrator
Palmer Water District
Palmer, MA**

The Palmer Water District (PWD) is the Public Water Supplier to the Town of Palmer. The Board of Water Commissioners are a three member board, elected by the constituents of Palmer.

The Palmer Water District is seeking an Office Administrator to join their team in Palmer, MA. Reporting directly to the Office 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 walk-in 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
- Assist in meter reading process and meter software (Neptune 360)
- Provide support and analysis of customer accounts
- Deposit checks from accounts receivables
- Coordinate mailings and assist with other miscellaneous office projects

Office Administrator Qualifications and Skills

- Strong customer service skills
- High school diploma required; some college level coursework a plus
- 2+ years of prior office administration experience desirable
- 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

Hours

This is a part-time position consisting of up to 19 hours per week with the potential for future growth.

Applying for job

Please email letter of interest, resume and three references to supt@palmerwaterdistrict.org or mail to 10 Walnut St. Palmer, MA, 01069. The job posting will remain open until filled.

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.

Palmer 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 Palmer 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.