



City of Framingham, MA

December 18, 2024

Position Vacancy

RFP #25-070-01

Position: Water Billing Coordinator
Department: Department of Public Works/Water & Sewer
Grade: M5: \$57,478 - \$59,800 (Expected hiring range)
Schedule: Monday, Wednesday & Thursday 8:00 a.m. to 4:30 p.m.
Tuesday 8:00 a.m. to 6:30 p.m.
Friday 8:00 a.m. to 1:30 p.m.



The City of Framingham is currently a 100% onsite work environment.

- Position will remain open until filled.
- The City of Framingham's Department of Public Works, Water Billing Department, is located at 100 Western Avenue, Framingham.
- The City of Framingham offers a robust benefits package and is an eligible employer for the [Federal Student Aid Public Service Loan Forgiveness Program](#).
- We seek to hire a candidate who shares our commitment to Framingham and values civility, collegiality and working in a coordinated team environment to serve the City of Framingham.

Framingham's Department of Public Works is a team of dedicated professionals who take pride in the jobs they do to protect the health, safety and well-being of everyone in the Framingham community. The DPW designs, builds, refurbishes, replaces, oversees and maintains a complex system of above and below ground public infrastructure.

The Water Division supports this mission by providing customers with safe water and adequate fire-fighting capacity. The Wastewater Division is responsible for the collection and transport of 10 million gallons of sewage daily with approximately 17,000 residential and commercial accounts.

Position Purpose:

The Billing Coordinator performs Water and Sewer billing and a range of administrative and clerical functions in support of the Department of Public Works Water/Wastewater Division.

Essential Functions:

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

1. Perform all facets of monthly and quarterly Water & Sewer billing including the processing of meter readings, utility invoices, entrance fees. Including, but not limited to a range of administrative and clerical tasks as assigned.
2. Analyze exception reports to identify potential billing issues in advance of generating Water & Sewer bills.
3. Process Water & Sewer abatements and adjustments, including Senior discount programs. Prepare information and customer response letters as directed by the Business Manager.
4. Maintains utility account information.
5. Customer Service; responsible for responding to customer inquiries/complaints,
6. Process Water & Sewer work orders, final bills, Cross Connection & Backflow Prevention billing along with other miscellaneous Department services.

Qualifications:

- Associate's degree or equivalent combination of education and experience.
- Self-motivated learner
- Problem solver
- Knowledge of:
 - Microsoft Office Suite products, including Outlook, Word and Excel
 - Accounting / financial billing procedures
 - Munis software experience preferred
- Ability to:
 - Plan and prioritize assignments
 - Deal effectively with disgruntled members of the public
 - Provide courteous customer service
 - Communicate effectively, both in writing and orally
 - Accurately enter data

An equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job may be accepted.

Supervision Required:

Employee works under the general supervision of the Business Manager. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. Due to the nature of the utility industry, the employee is expected to adapt to unforeseen circumstances and should seek advice and guidance as needed.

Work Environment:

Employee performs work in a busy office setting with frequent interruptions. The employee may be required to work beyond normal business hours in support of the Department's emergency response efforts.

Judgment:

Numerous standardized practices, procedures or general instructions govern the work performed and, in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice or procedure, regulation or guideline.

Complexity:

The work consists of a variety of duties, procedures, regulations or guidelines.

Nature and Purpose of Relationships:

Relationships are primarily with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Courtesy, tact and diplomacy is required to resolve complaints or concerns.

Accountability:

This position is expected to exercise independent judgement to strengthen consumer confidence, avoid missed deadlines and revenue shortfalls.

Occupational Risk:

Risk exposure is typical of an office setting.

Physical and Mental Requirements:

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 accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, kneeling, twisting, reaching with hands and arms, and standing. There may also be some occasional lifting of objects such as books, office equipment and computer paper.

Motor Skills:

Position requires the application of basic motor skills for activities including but not limited to operating a personal computer, office equipment, word processing, pushing, pulling or lifting department files, and sorting of papers.

Visual Skills:

Position requires the employee to routinely read documents and reports for understanding.

The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.

The City of Framingham is an Affirmative Action Equal Opportunity Employer.