



# City of Framingham, MA

May 27, 2025

## Position Vacancy

RFP #25-080-01

**Position:** Customer Service Representative

**Department:** Treasurer's Office

**Salary Range:** M3: Full Range: \$45,900 – \$59,377  
Anticipated Hiring Range: \$45,900 - \$49,683

**Schedule:** Monday, Wednesday & Thursday 8:30 a.m. to 5:00 p.m.  
Tuesday 8:30 a.m. to 7:00 p.m.  
Friday 8:30 a.m. to 12:30 p.m.  
Hours per week: 37.5

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

- Position will remain open until filled. Priority will be given to those who apply within the first 21 days.
- City Hall is located at 150 Concord Street, Room B7, in downtown Framingham, and is accessible by the [MBTA Commuter Rail](#) and the [MWRTA](#).
- 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.
- 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.
- The City of Framingham is an Affirmative Action Equal Opportunity Employer.

### **Position Purpose:**

The Customer Services Representative is responsible for the collection and posting of receipts received both at the counter and through the mail.

### **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. Enters all Excise, Parking, Real Estate and Personal Property receipts from customer payments at counter, mail and through lockbox into Munis and/or Kelley and Ryan.
2. Process all Excise, Parking, Real Estate and Personal Property Refunds into Munis and/or Kelley and Ryan.
3. Creates daily turnovers for all excise and parking payments.
4. Customer Service Representatives are the main persons responsible for answering phones.
5. Processes incoming and outgoing mail for the department.
6. Back up for part time Customer Service Representative as needed.
7. Balances treasurers cash drawers daily.
8. Counts and reconciles daily/weekly deposits received from other departments.
9. Has a minimum of two to three window shifts per week.
10. Monitors and orders office supplies as needed for the department.
11. Performs similar or related work as required, directed or as situation dictates.

**Qualifications:**

- **Education and Experience:**
  - Associate's degree or equivalent work experience with a minimum of three years' experience in a similar environment; or equivalent combination of education and experience.
- **Knowledge of:**
  - Applicable state, local and federal laws and/or regulations and department practices pertaining to value assessments.
- **Ability to:**
  - Manage multiple tasks in a detailed and effective manner.
  - Deal tactfully with difficult members of the public.
  - Establish working relationships with department staff, other professionals, and other departments.
- **Necessary Skills:**
  - Customer service.
  - Organizational.
  - Strong orally and in writing
  - Proficient in the use of Microsoft Office (Word, Excel, PowerPoint, Outlook, etc.)
  - Comfortability with frequent computer use.
- **Special Requirements:**
  - Must be able to pass MA CORI/SORI background checks.

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.

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

Regularly required to move about the office space, remain in a stationary position for extended periods of time, communicate with and understand others, operate office equipment, be able to transport paper, files, and other common office objects. Ability to view computer screens and work with details for extended periods of time.

May occasionally move objects weighing up to 10 pounds.

Must be able to communicate effectively in writing and orally.

**Supervision Required:**

The Customer Service Representative works under the general direction of the Office Manager. Performs tasks of moderate complexity within the guidelines of established procedures. Questions are referred to the Supervisor/Office Manager.

**Supervisory Responsibility:**

The Customer Service Representative has no supervisory responsibility.

**Work Environment:**

- Work is performed in an office environment; noise level is moderate.
- Operates computer, printer, telephone, copier, and all other standard office equipment.
- Employee has frequent contact with the general public and co-workers. Contacts are in person, by telephone, and by email.
- Has access to some department-related confidential information.
- Errors could result in delay or loss of service, and have potential legal and/or financial repercussions.

**Occupational Risk:**

Duties generally do not present occupational risks to the employee.