



## Position Vacancy

RFP #26-041-01

**Position:** Customer Service Specialist

**Department:** Treasurer/Collector's Office

**Salary Range:** Full Range: (M 4) \$50,095 – \$64,803  
Anticipated Hiring Salary: \$50,095

**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 withing the first 21 days.
- The City of Framingham's Treasurer/Collector's Office is located in the Memorial Building at 150 Concord Street, 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.

The Treasurer/Collector's Office is responsible for the billing and collection of amounts due to the city, including Real Estate Tax, Personal Property Tax, Motor Vehicle Excise Tax, and Water/Sewer Utility Bills. Additionally, we receive Parking Meter receipts, Federal and State reimbursements and grants, as well as a myriad of miscellaneous departmental permits, licenses and fees.

### **Position Purpose:**

The Customer Services Specialist is responsible for the collection and posting of receipts received both at the office counter and through the mail. Employee is required to perform other similar or related duties.

### **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. Has constant contact with internal and external customers through window collections and phone calls.
2. Covers regular rotations on the collection window each week.
3. Has primary responsibilities for water and sewer payments.
4. Process Credit Card Payments from the online system to MUNIS. Process water payments made through wire transfers.
5. Works with the Water Department on problem resolution with large volume bills and correction issues.
6. Works with the Business Manager on the process of liening delinquent water bills to real estate taxes annually.

7. Processes all water refunds.
8. Acts as backup for the collection side in real estate, personal property, excise taxes.
9. Reconciles cash drawers as needed.
10. Processes and tracks the parking sticker permits yearly.
11. Process Internal water payments for the City.
12. Run credit Balance reports and research all overpayments to issue refunds if needed.
13. Other duties and tasks as required may be assigned by the supervisor.

**Qualifications:**

- High School Diploma or equivalent; Associates Degree preferred
- Three years of experience in a similar environment
- Ability to:
  - to plan, organize and collaborate with others
  - manage multiple tasks in a detailed and effective manner
  - communicate effectively
  - establish and maintain effective working relationships with all city employees, board/committee members, officials and the general public
  - deal tactfully with difficult members of the public
  - recognize city-wide priorities and work cooperatively to support their accomplishment
  - prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure
  - operate a computer and proficient in the use of MS Office applications and database applications
  - pass a MA CORI/SORI prior to hire
- Needed Skills:
  - Customer service
  - Organization
  - Written and verbal communication
  - Problem solving
- Working knowledge of the following are preferred:
  - Municipal administration process and the functions of municipal government
  - The interaction between local government, state government, and federal government
  - Business administration, practices, general office procedures

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.***

This position is frequently required to sit, communicate, or hear; occasionally required to move about the office, must be able to handle, or feel objects, tools, or controls; and reach with hands and arms. The employee may occasionally lift and/or move objects weighing up to 10 pounds. Vision and hearing at or correctable to normal ranges. This position requires the ability to operate a keyboard and calculator at efficient speed.

**Supervision Required:**

The Customer Service Representative works under the general direction of the Business Manager. Performs tasks of moderate complexity within the guidelines of established procedures. Questionable situations are referred to the supervisor. The supervisor reviews the work in progress or upon completion as necessary.

**Supervisory Responsibility:**

None

**Work Environment:**

- Work is performed under typical office conditions; the noise level moderate
- Operates computer, telephone, fax machine, copier, calculator, typewriter, and other standard office equipment.
- The Customer Service Specialist has frequent contact the general public and co-workers
- Has access to some department-related confidential information
- Errors could result in delays or loss of service and have potential legal and/or financial repercussions.

(This job description does not constitute an employment agreement between the employer and Employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)

###