



Position Vacancy

RFP #26-068-01

Position: Office Manager

Department: Assessors

Grade: M7 Full Range: \$70,939.44 – \$91,768.04
Anticipated Hiring Range: \$70,939.44 – \$73,805.68

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.
37.5 Hours per week

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

This is a full-time (37.5 hours per week), benefit and overtime eligible position, classified as M-7 on the city's municipal employee classification plan that currently utilizes a predetermined step increase system.

- Position will remain open until filled.
- Framingham City Hall (The Memorial Building) is located at 150 Concord Street, 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:

Under the direction of the Chief Assessor, the Office Manager performs administrative and professional duties to support the daily operations of the Assessing department. Duties are varied and require knowledge of department operations, department systems and City procedures and policies. Performs all other related work as required.

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. Prepares agendas and minutes for Board meetings and provides support and assistance to the Board of Assessors as needed.
2. Prepares end of month reports for the Board, Treasurer/Tax Collector, and Accounting department regarding motor vehicle excise tax, personal RE exemptions, real and personal property.
3. Processes and records taxpayer abatements for the following: real property, personal property, motor vehicle excise tax, and personal exemptions.

4. Tracks and coordinates payroll and accounts payable expenses for the department.
5. Tracks and monitors budget expenditures, coordinates with accounts payable to ensure the appropriateness of accounts being used.
6. Processes personal RE exemptions and prepares numbers for electronic filing at state level, for state reimbursement.
7. Processes monthly deed transfers from Middlesex South County Registry; duty is either weekly or monthly.
8. Prepares documents for Board of Assessor meetings. Documents include, but not limited to: warrants to collect, lien releases, agendas, taxpayer requests, and applications.
9. Enters purchase and requisition orders, pays bills, processes account transfers, and maintains department budget in city financial system.
10. Reviews ATB filings and checks all jurisdictional items for ATB thresholds for a hearing.
11. Prepares Notices for posted meetings; submits to City Clerk.
12. Maintains records in MV Excise, RE, and PP databases pertaining to: addresses, building permits, deeds, exemptions, and abatements.

Qualifications:

- Associate's degree or equivalent work experience with a minimum of three to five (3-5) 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.
 - Microsoft Office Suite (Word, Excel, Outlook, etc.).
- Ability to:
 - Manage multiple tasks in a detailed and effective manner.
 - Deal tactfully with difficult members of public.
 - Establish effective working relationships with department staff, other professionals, and other departments.
 - Proficiently operate a computer at the basic level.
- Skills:
 - Excellent customer service skills, Strong organizational skills; strong orally and in writing. Proficient in use of Computers.

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 to required to remain stationary for extended periods of time and traverse around an office setting. Ability to communicate with and understand employees and members of the public; communicate effectively in writing; operate office equipment, transport and manipulate 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.

Supervision Required:

Performs tasks of moderate complexity within the guidelines of established procedures under the general direction of the Chief Assessor. Questions are referred to Supervisor.

Supervisory Responsibility:

This role oversees one Customer Service Representative.

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:

Risk exposure is similar to that found in an office setting.
