



TOWN OF MARBLEHEAD
Water and Sewer Commission
P.O. BOX 1108

Amy McHugh
Superintendent
mchugha@marblehead.org

Office: Tower Way
781 631-0102 (Water)
781 631-2964 (Sewer)
781 631-2670 (FAX)

TOWN OF MARBLEHEAD

JOB POSTING

The Marblehead Water and Sewer Commission has an opening for an **Office Assistant** position.

Position Title: Office Assistant Grade/Salary: Group 2, \$892.59 - \$1,088.96

Applications will be received by Human Resources via email at HowardT@marblehead.org until

Anyone having questions concerning this position should contact Human Resources at (781)-631-1705 ext. 59.

Please see the attached Position Description for details of this position.

Posted: March 27, 2024

Copies:

Abbot Public Library
Accounting Office
Building Department
Cemetery Department
Council on Aging
Engineering Department
Finance Department
Fire Department
Forestry Department
Harbor and Waters Department

Health Department
Marblehead Municipal Light Department
Payroll Office
Police Department
Public Works Department
Recreation and Park Department
School Department
Selectmen's Department
Town Clerk's Office
Treasurer's Office

TOWN OF MARBLEHEAD

POSITION DESCRIPTION

Title:	Office Assistant	Number:
Department:	Water and Sewer	Date: 2023

Reports To: Office Manager

SUMMARY

Responsible for assisting with the daily operation of the water and sewer accounts receivable collection system, service bills, and service call schedule coordination. Assists with preparation of closing documents pertaining to real estate program. Communicate with town officials and outside companies such as engineering firms, lawyers, rate payers, tax collector, etc. regarding billing questions, service inquiries, water quality complaints, seasonal turn on/off etc. This position will perform duties of Special Clerk or Billing Technician when directed.

DUTIES AND RESPONSIBILITIES

1. Answer and direct phone calls, service customers in person, through email, or over the phone to resolve questions regarding accounts receivable, real estate transfers, property turn on/turn off, complaints, and other similar situations.
2. Assists in the scheduling of appointments and maintenance of calendars.
3. Prepare purchase orders, spread sheets and forms.
4. Create and maintain filing systems, both electronic and physical.
5. Assist Special Clerk with all duties involving accounts receivable: entry of daily receipts of water and sewer payments, service bills through reconciliation and preparation of deposit reports.
6. Process mail and sort payments.
7. Secondary contact with treasurer for resolutions of discrepancies. Research past due bills for the lien process and coordinate with the Town treasurer.
8. Assists with Real Estate Transfer Program.
9. Print, record, distribute, and file DIGSAFE requests.
10. Assists Billing Tech with all aspects of invoicing, automated meter readers, creation of Service Advance Receipts and Service Advance Deposits, Backflow Prevention Program.

11. Maintain leave time, licenses, certificates, and training records for Commission employees.
12. Prepare files and documentation for the end of the month reconciliation.
13. Works with Asset Management Program (VueWorks) and GIS.
14. Assist in the tracking and collection of overdue balances.
15. Complete other duties similar in nature as assigned.

REQUIRED BACKGROUND

High school diploma with typing, accounting, and a minimum of 2 years of related experience. Computer skills and Microsoft Office proficiency. Knowledge of Asset Management program and GIS preferred.