

TOWN OF ROCKLAND

Job Description

Position Title:	Senior Clerk	Grade Level:	2
Department	Sewer	Date:	04/10/2023
Reports to:	Sewer Superintendent	FLSA Status:	Non-exempt

Statement of Duties:

Responsible for performing clerical and administrative support duties for the Sewer Department. The required duties or responsibilities below are representative of the knowledge, skills, and/or ability required including, but not limited to, public relations, computer knowledge, filing, answering phones, and correspondence in dealing with the public and municipal departments.

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.

- Open and sort mail daily for the Superintendent, Commissioners, and Wastewater Treatment Plant.
- Communicate daily with the public, contractors, and engineers in person, on the phone, or by email in a professional manner with a variety of inquiries, complaints, and informational requests.
- Respond to citizen complaints, referring to Superintendent, Administrative Assistant and/or field personnel, as necessary.
- Process sewer receipts, reconciling to information provided by the Town Collector's office.
- Prepare and issue final bills, upon request.
- Collect fees for sewer connections permits, drainlayer licenses, grease-trap inspections, I&I remediation, and sewer development; and prepare payments for posting and depositing to Town Treasurer's office.
- Assist with the monthly billing cycle for Sewer users.
- Assist in preparing and mailing lien notices, when applicable.
- Issue water meters to Town residents, including recording and maintaining outside water meter log for processing abatements.
- Record sprinkler meter readings for processing abatements to Town residents.
- Provide administrative support to the Superintendent and assist with the administrative duties of the Administrative Assistant when necessary or in their absence.

Supervision Required: Works under supervision of the Sewer Superintendent to whom problems and questions are directed. Also expected to be a self-starter who uses his/her own initiative to complete both routine and detailed tasks.

Supervisory Responsibility: Work does not normally include any supervisory responsibility.

Confidentiality: The employee has regular access to confidential information such as department

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and client records in accordance with the State Public Records Law.

Accountability: Attention to detail is of extreme importance due to the nature of the type of documents which are processed. Consequences of errors missed deadlines or poor judgment may include adverse customer relations, legal repercussions, labor material costs, and missed deadlines.

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 which generally follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Nature and Purpose of Public Contact: Relationships with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations, or guidelines to render service, plan, or coordinate work efforts, or resolve operating problems. Other regular contacts are with representatives of other departments or agencies, lawyers, and property owners. Employees are expected to act with courtesy, tact, and diplomacy in working with others and resolving complaints.

Recommended Minimum Qualifications:

Education and Experience: High School Diploma or equivalent and two (2) years' work experience in an office setting, preferably a municipal setting, including frequent public contact.

Special Requirements: Massachusetts Driver's License required for town related business which may include the Town Hall and/or the Water Department.

Knowledge, Abilities and Skill

Knowledge: Proven experience with standard office technology, including computers, calculators, and copy machines. Preferred knowledge in Data National software or an ability to learn new software quickly. Proficiency with Microsoft Office Suite.

Abilities: Ability to work independently and provide excellent customer service to the public and other department personnel; ability to perform multiple tasks in a detailed organized manner and maintain confidential information.

Skills: Strong written, verbal, telephone, and inter-personal skills along with good typing skill (accuracy and speed). Employee must also have proven experience with computer, calculator, and copy machines.

Work Environment: Work environment is typical of a professional office, involving moderate noise levels and frequent interruptions by customers and phone calls. Environment involves everyday risks which require normal safety precautions typical of offices. Requires driving to and from Town offices

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daily.

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 Demands: Work effort principally involves sitting and walking to perform work tasks, with intermittent periods of stooping, and standing. The employee is occasionally required to lift objects such as books, office equipment, and computer paper.

Motor Skills: Duties are largely mental rather than physical, but the job may occasionally require the application of basic motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, keyboarding, word processing, filing, and sorting of papers.

Visual Demands: The employee is required to constantly read documents and reports for general understanding.

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.