



# City of Revere

## JOB POSTING

<b>Title:</b> Water Sewer Assistant	<b>Classification:</b> Union
<b>Department:</b> Public Works	<b>Grade:</b> Principal Clerk
<b>Reports to:</b> Business Manager	<b>Hours:</b> Mon-Thurs 8:15-5:00pm, Fri 8:15-12:15pm
<b>Effective Date:</b> June 15, 2022	<b>Union Status:</b> Local 22 Unit B
<b>Salary:</b> \$22.70-\$26.42 per hour	<b>Location:</b> 281 Broadway
<b>Date Posted:</b> 8/9/22	<b>Deadline:</b> n/a

### DEFINITION

The Water Sewer Assistant is responsible for performing general administrative duties for the City of Revere Public Works Business Office. The incumbent will respond to phone calls and emails, produce reports, and perform other related duties

### ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended 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 logically assigned to the position.

- Respond to vendor and department inquiries
- Assists with water/sewer billing process
- Perform validation checks to determine accuracy of field data and report missing data
- Communicate with field personnel / meter technicians to resolve customer issues
- Organize customer appointments
- Utilize collaboration software for meter issues
- Creates reports and other documents as requested
- Answers the public's questions in a courteous, respectful, and professional manner
- Records and reports on any resident complaints or concerns
- Answers phone calls and emails to the department
- Assists with Water, Sewer and Drain administrative needs
- Adjust accounts, post abatements/refunds and produce final bills
- Process permitting applications and maintain inventory for hydrant meters
- Performs other related duties as required

### SUPERVISION RECEIVED

The incumbent works as instructed and is expected to be able to resolve conflicts which arise and coordinate with others as necessary.

## **QUALIFICATIONS**

- Revere residency preferred. Waiver required for non-Revere residents
- Three to five (3-5) years of related experience; prior experience working in a municipal environment preferred
- Bachelor's degree in business, accounting or similar field preferred
- Ability to speak a second language preferred with special preference given to Spanish or Arabic
- Previous experience with MUNIS software preferred
- Proficiency with Microsoft office products particularly Excel

## **KNOWLEDGE, ABILITY, AND SKILLS**

### **Knowledge:**

- Knowledge of standard office practices

### **Abilities:**

- Ability to deal effectively, tactfully, firmly, and appropriately with the public
- Ability to communicate effectively both verbally and in writing
- Ability to follow written and oral directions and instructions
- Ability to formulate excel spreadsheets to analyze data
- Ability to work effectively and multitask in a fast-paced environment
- Ability to take initiative and work independently

### **Skills:**

- Skilled in using automated systems and the Microsoft Office suite of products
- Creative thinking, listening and problem-solving skills

## **WORK ENVIRONMENT**

Work is performed primarily in office conditions during regular business hours. Daily interaction with the general public in-person, by phone and or email communications as required. Communication with the public requires considerable patience, courtesy, and discretion in an impartial manner. Work frequently involves dealing with difficult people in high pressure and/or conflict situations. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job.

## **DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should submit a resume, cover letter and salary requirements to [jobs@revere.org](mailto:jobs@revere.org) by 5:00 PM Friday,.