The City of Marlborough’s Department of Public Works is seeking to fill the position of full-time (35 hours per week) of Principal Clerk for the Water and Sewer Division.

**Definition/Purpose:**
The purpose of this position is to provide clerical support for the Department of Public Works Water and Sewer Division, focused on the delivery of exceptional service to the community and City Departments in need of assistance.

**Supervision:**
Works under the direct supervision of the Assistant Commissioner of Utilities.

**Responsibilities:**
Perform essential and complex clerical duties as primary contact with the City of Marlborough’s water/sewer customers. Provide professional response to daily communications with the public by phone, in person or via email. Ability to assist public directly or refer to resources outside of department when needed. Interface between Water & Sewer Division staff, other departments and the public for information, services and records maintenance; office supply inventory/ordering; and relevant statistics record keeping.

**Essential Functions include:**
- Ability to independently respond to questions and requests from the public.
- Develop and maintain daily, weekly, and monthly data.
- Transfer customer account readings from reading devices into the City billing system.
- Assist with water and sewer bills for real estate closings.
- Assist with third party water billing service to produce timely bills.
- Assist with account changes for names, addresses, new accounts, and billing addresses.
- Coordinate, assemble and disseminate general contract agreements for the Water Division.
- Respond to staff requirements regarding supplemental information for projects.
- Department computer database management.
- Maintenance of Water & Sewer Division files.
- Office supply management, order placement, and vendor interface with service providers.
- Ability to troubleshoot complex customer billing issues in person and over the phone.
- Processing invoices and payments.
- Compose routine correspondence and prepare public informational materials.
- Assist with preparation of annual budget.
- Prepare purchase orders.
- Assist in preparing requests for bids and proposals.
- Initiate, log and track work order requests.
- Perform all other department related clerical duties as required.
- Position cross trains with other DPW clerical positions.
POSITION AVAILABLE
DEPARTMENT OF PUBLIC WORKS – WATER & SEWER DIVISION
PRINCIPAL CLERK

Minimum Requirements:
Minimum high school diploma. Associates Degree w/accounting background preferred. 3+ years’
Of full-time or equivalent part-time experience in a related field.

Special Requirements:
Must have demonstrated strong Customer Service skills. Excellent Microsoft Office skills required. Munis and
Crystal reports experience preferred. Professional Customer Service oriented manner, strong communication
skills, effective language and writing skills essential. Ability to multitask within a busy office environment.

Physical 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 essential functions.)

At times, tasks require the ability to exert light physical effort in sedentary to light work, which may involve
some lifting, carrying, pushing and/or pulling of objects and materials of light weight (15 -30 pounds). Tasks
may involve extended periods of time at a keyboard or workstation. Many tasks require the ability to perceive
and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.
Requires the ability to operate, maneuver and/or control the actions of equipment, tools and/or materials
used in performing essential functions. Files and types on a keyboard at a moderate to high speed.

Location: Report for duty daily to: Department of Public Works, 135 Neil Street, Marlborough, MA

Hours 8:00 a.m. to 3:30 p.m.

Step Salary: $48,818.84 - $54,914.79

Please forward cover letter and resume to:
Human Resources Department
City of Marlborough
140 Main Street
Marlborough, MA 01752
hrjobs@marlborough-ma.gov

Deadline for application: February 19, 2021

Position: __X___ Union _______ Non-Union _______ Contract
Class: __X___ Full-Time _______ Part-Time _______ Intermittent
______ Provisional __X___ Permanent _______ Temporary

The City of Marlborough is an Equal Opportunity Employer. The City of Marlborough does not discriminate in hiring or employment on the basis of race, color, religion, sex, sexual orientation, gender identity and expression, age, genetic information, national origin, ancestry, disability, veteran status or membership in the armed services, marital status or any other protected category under federal or state law.