

WILLIAM LANTIGUA
MAYOR

FRANK BONET
PERSONNEL DIRECTOR

*City of Lawrence
Personnel Department
City Hall Room 303
200 Common Street
Lawrence Massachusetts 01840*

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www.cityoflawrence.com

EMPLOYEE JOB POSTING

Title: Senior Account Clerk
Department: Water Department
Pay Grade: Grade 9
Union: L.A.C.E

Duties: Under general supervision of the Water Commissioner, perform a variety of water and sewer billing duties and other bookkeeping, clerical and customer service functions in support of office operations.

Obtain water readings from meter readers and from meter cards received in mail, review readings and send Division personnel to residences to investigate causes for abnormal readings. Responsible for abatements due to incorrect meter readings. Enter readings to computer and input required codes and related data in support of billing operations. Prepare bills for mailing and utilize computer terminal to correct and update address and name changes, enter new accounts and related information. Prepare final and up-to-date bills as required and tabulate at month end. Prepare and type end of month commitment report, certificates of liens, and other reports and records as requested. Establish and maintain correspondence and other Division files and records.

Set up appointments for meter readings, meter changes, new services, potential water leak investigations, water turn-offs and other appointments related to routine repair, installation and maintenance activities. Maintain related record. Responsible for water meter inventory to include logging invoices and related recordkeeping and control activities.

Greet the public and respond to telephone and in-person inquiries, requests and complaints related to water billing and office operations within authority, referring unresolved issues to supervisor. Take and relay messages for Water Commissioner and perform typing and secretarial services. Assist in other office operations as required including logging on and off the compute and printer following detailed instructions. Perform related duties as assigned.

Qualifications: Duties require knowledge equivalent to completion of four years of high school and knowledge of computer operations. Work requires one to two years related experience. Incumbent works in conformance with established Public Works procedures and policies, referring to Water Commissioner or issues involving clarification or exception to operating policies, unusual water billing matters and customer low water pressure complaints.

Appointing Authority: _____
William Lantigua, Mayor

Posting Date: February 2, 2010

Deadline: UNTIL FILLED

APPLICATIONS AVAILABLE IN THE PERSONNEL OFFICE

The City of Lawrence is an Equal Opportunity employer

Full Job Description and Application available at the City of Lawrence Personnel Department.

REASONABLE ACCOMMODATIONS are provided to applicants with disabilities. If you need reasonable accommodations for any part of the application and hiring process, please notify the Personnel Director at (978) 620-3060. The decision on granting reasonable accommodations will be on a case-by-case basis.