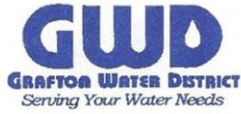


COMMISSIONERS

Robert Frederico
Michael Corda
Kenneth Grew



44 Millbury Street
Grafton, MA 01519
(508)839-2302 - Fax: (508)839-2367

e-mail: customerservice@grafftonwaterdistrict.org

SUPERINTENDENT

David Erickson

Treasurer

Wendy Graves

website: grafftonwaterdistrict.org

Tuesday, January 30, 2024

Seeking Office Manager

The Grafton Water District is seeking a qualified office manager. We are an independent municipality that supplies water to over 10,000 residents in the Grafton area. Office hours are M-F from 8:00 am to 4:00 pm. We are governed by a three (3) member board of water commissioners. We have 8 employees, both full-time and part-time, who support field and office operations. Full time employee benefits include: 100% medical including dental and vision; short term and long-term disability and life insurance; longevity benefits; annual paid time off includes 13 holidays, 2 personal days, 15 sick days and, for new hires, 10 vacation days. We are an equal opportunity employer.

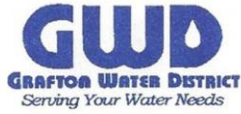
A qualified office manager candidate must have at least five (5) years of experience in the operation and management of an office, preferably in the water industry. This is a full-time non-union (40-hour) position. We expect the individual to start Monday, March 11, 2024. For the first year, the individual will be working with the current office manager to understand the office duties and responsibilities required to replace her within the next 12 months. Salary will be commensurate with experience from \$65,000 to \$80,000.

Interested candidates should submit a cover letter and resume to Sharon Carroll-Tidman at the Grafton Water District, P.O. Box 537, 44 Millbury St, Grafton, MA 01519. We will accept submissions via the U.S. Post Office and email at scarrolltidman@grafftonwaterdistrict.org until the position is filled.

Regards,

A handwritten signature in black ink, appearing to read "Sharon Carroll-Tidman".

Sharon Carroll-Tidman,
Office Manager



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Office Manager Job Description

January 2024

The Office Manager is responsible for all activities related to the day-to-day office operations of the Grafton Water District. This includes customer service, scheduling field service orders, managing petty cash and the cash box, billing, accounts payable and receivable, payroll and HR coordination, computer and website operations, correspondence with software vendors, and any other tasks requested by the Superintendent, Business Manager or Board of Water Commissioners. The office manager will oversee the office assistant who will help with these duties.

Required Skills and Qualifications

1. Must be self-motivated with the ability to think independently and to troubleshoot.
2. A commanding knowledge of Microsoft office products, including Word, Excel, and Outlook. Experience with mail merge and excel formulas required.
3. Experience working with Customer Management Systems.
4. Understanding of general accounting functions such as accounts payables, accounts receivables, payroll and general ledger.
5. Time Management skills and the ability to multi-task.
6. Computer operating skills and/or willingness to self-teach.
7. High school degree or equivalent required with some higher education.

Desired Skills and Qualifications

1. Strong customer service skills a plus.
2. Experience working with the public is preferred.
3. Eagerness to solve problems and learn new things.

General Office Duties

1. Manage the office to ensure smooth office operations including open the office at the beginning of the day, collecting mail and distributing, coordinating office activities throughout the day, communicating with the field operations and securing the office at the end of the day.
2. Oversee the office assistant.
3. Communicate professionally and timely with customers and staff.
4. Manage all computer maintenance activities including backups, computer upgrades, software updates, etc. Manage and update the district website.
5. Produce management reports as needed.
6. Added duties as needed.

Customer Service Responsibilities

1. Receive, respond, follow up and bring to closure customer inquiries via the phone, email and walk-up window. Manage and update customer accounts as needed.
2. Escalate field operation issues to the superintendent and schedule service orders to be completed by field operations.



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3. Produce written customer correspondence including individual letters and mass mailings.

Billing Responsibilities

1. Produce quarterly and monthly customer invoices, including the coordination of collecting readings and verification. Also, produce past due notices, shut-off letters, final bills and miscellaneous invoices.
2. Issue billing adjustments.
3. Update changes to the customer management system including meter installations and meter change outs.

Accounts Receivables Responsibilities

1. Collect and process all customer payments into the customer management system.
2. Keep the cash box balanced and secure.
3. Ensure cash and check deposits are processed promptly and add all deposits to the financial system.

Accounts Payables Responsibilities

1. Collect and process all invoices in support of the monthly warrant. Ensure they are stamped and approved by the managers. Prepare Commissioner's Warrant as needed for monthly and special meetings. Collect the proper approval signatures.
2. Using the financial system, process and mail checks in support of the monthly warrant.
3. Coordinate and reconcile the company debit card.

Treasurer Support and Financial Reconciliation Responsibilities

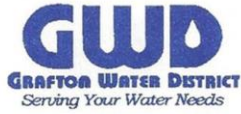
1. Reconcile the billing system to the financial system on a monthly basis. And make billing journal entries as needed.
2. Interact with the Treasurer on an as needed basis regarding billing, accounts payables and receivables.
3. Organize and provide supporting documentation in support of the annual audit.
4. Manage Betterment billing and payments with Treasurer.
5. Manage petty cash.

HR Responsibilities

1. Communicate healthcare benefits and reimbursements.
2. Process payroll on a bi-weekly basis, including management of records and employee records such as W-2 and I-9's. Track vacation, sick and personal time for each employee.
3. Process 1099s annually.
4. Ensure ethics training is up to date.
5. Coordinate onboarding new employees.
6. Maintain personnel files.
7. Manage and coordinate Drain Layer licenses.
8. Manage all records and relevant material as required by law.

Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in an office environment. The office



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environment involves working at a desk with a significant time of sitting. Position also requires times of standing, walking, kneeling, lifting of 40 pounds or less including tasks that are repetitive. The office environment is typical of any office environment that has heating and cooling, sanitary facilities, cleanliness, and a kitchen area for work breaks.

Physical Demands

Must be able to handle the necessary physical components of the core duties of the position as indicated herein with and are expected to perform the essential functions of this job including, but not limited to, standing and sitting for extended periods of times, able to hear and speak fluidly and be audible with background noise and while others are speaking, able to speak and hear clearly using a phone, able to see clearly text and documents commonly used in this position, able to lift 40lbs, able to use a computer keyboard for extended periods of time (2-6 hours) have the ability to be aware of and react to their surroundings and observe essential equipment failures or problems.