



**WATER DISTRICT No. 2
20 WOODBRIDGE STREET
SOUTH HADLEY, MA 01075
413-532-9210**

Administrative Assistant

The South Hadley Fire District No. 2 Water Department is seeking applicants for the position of “Administrative assistant”

Summary of Position Responsibilities:

Coordinates and manages the activities of the Water Department. Performs highly skilled administrative and clerical duties to ensure effective and efficient operations. The Administrative Assistant exercises leadership, independent judgment and initiative in the administration and execution of the Department’s services. The Administrative Assistant works under the direct supervision of the Superintendent and is overseen by the Water Commissioners.

GENERAL DUTIES:

- Provides administrative support to Water Superintendent, Board of Water Commissioners, including word and data processing, filing, copying, scanning, and handling correspondence
 - Frequently interacts with members of the general public, federal, state and/or local government officials, and Town employees
- Coordinates and assists with projects relating to personnel management, Department operations, and other areas
- Plans, coordinates, and calendars meetings and events
- Posts and attends all Board meetings; takes, prepares and distributes meeting minutes
- Acts as a liaison to other Town Departments, State Officials, Town Counsel and Engineers
- Maintains Department records
- Receives and screens visitors and telephone calls, providing information and handling issues that may require sensitivity and the use of sound independent judgment, or refer to appropriate individual(s)
- Periodic bank deposits and monthly account balancing with the Clerk/Treasurer
- Assist Water Superintendent in preparing and managing department needs
- Prepare, review and mail bi-monthly water bills
- Update and maintain utility billing database
- Process all demand bills, shut off notices and final readings
- Process and track all department payroll and accounts payable warrants
- Process, track, and file all other fees associated with the Water Department needs
- Completes periodic report required by state and federal governments and regulatory agencies
- Ability to communicate effectively and professionally with, and establish and maintain cooperative relationships with, Town officials, employees and staff, governmental representatives, state and federal agencies, contractors, vendors and/or the public
- Operates & maintains meter reading and processing equipment
- Routinely schedules jobs and keeps the daily work calendar up to date
- Performs work as required or assigned by the Superintendent or their designee

Key attributes:

- Excellent communication skills, both oral and written
- Ability to deal tactfully, courteously, and professionally with all persons, even in stressful situations, essential
- Ability to maintain confidentiality and to exercise sound judgment and discretion
- Ability to work in high pressure situations, as necessary
- Highly organized, detail oriented, takes initiative and able to work independently and keep work area neat and clean
- Ability to handle multiple tasks, prioritize effectively, meet deadlines, and deliver high quality work
- Reliability and professional personal presentation are essential
- Operates standard office equipment, including a computer, Printers, Copier, etc.
- Working knowledge of Open Meeting Law, Public Records Law, State Ethics Law, Public Procurement laws
- Proficiency in typing, basic word processing, spreadsheet, presentation and database software (such as MS Word and Excel).
- Specialized software related to functional areas such as Water Utility Billing Software, Meter Reading Software, etc.

Education and Experience/Other Requirements:

- High School diploma or G.E.D. required
- Two (2) years of experience in relevant position (i.e., administrative assistant, office manager, or similar experience), and knowledge of general office procedures (e.g., correspondence, scheduling, filing) and previous experience in municipal government preferred.

This is a full-time position M-F from 7am to 3pm.

Starting pay is \$24.00 an hour and is negotiable depending on experience.

Applications and resumes will be accepted until Friday, May 29, 2026. Please submit to 20 Woodbridge Street, South Hadley MA 01075 ATTN: Tim Cauley or Tcauley@shdistrict2.org

South Hadley Fire District No. 2 is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability or veteran status.

