



POSITION AVAILABLE

Public Works Assistant to Department Head **Public Works Department** **Town of Colchester**

Responsibilities – The Town of Colchester is seeking a full-time Assistant to Department Head for the Public Works Department. The purpose of this position is to assist the Director of Public Works and other Public Works Supervisors in the administration of the Department by performing administrative responsibilities including: meeting routine information requests from the public regarding both Public Works and Sewer/Water issues; collecting information from the public and other government agencies to accurately direct their inquiries; maintaining billing and payment records via computerized systems for the Sewer and Water Commission and Grounds Maintenance Division and Highway Division; processing invoices and Purchase Orders for the Highway (including Snow budget), Fleet Maintenance, Grounds Maintenance, Transfer Station, and Facilities divisions of the Department. Responsible for performing a variety of secretarial, administrative, and clerical duties in assisting the Director to discharge the duties of the position, and all other related work as required. Very strong emphasis on public relations and customer service. Strong emphasis on computer skills.

The selected individual must possess a valid Connecticut Driver's license; High School Diploma required. Two years of experience in general clerical work with municipal experience preferred; or an equivalent combination of education and experience. Computer experience and telephone skills are essential with experience in record management and general accounting preferred. Reference is made to the job description of the position for more detailed information.

Closing Date – Qualified individuals shall submit a completed Town of Colchester application with a resume and required documentation to the First Selectman's office, 127 Norwich Avenue, Colchester, Connecticut 06415 by Thursday, January 28, 2021 at 4:30 p.m. Requests for job descriptions can be made at the Selectman's office. Applications available online at : www.colchesterct.gov . The Town of Colchester is an Equal Opportunity Employer.

Wage Rate \$27.73 per hour per Bargaining Contract.

Posted January 5, 2021



Town of Colchester Job Description

Public Works Assistant to Department Head

GLOBAL STATEMENT OF DUTIES:

The purpose of this position is to assist the Director of Public Works and other Public Works Supervisors in the administration of the Department by performing administrative responsibilities including: meeting routine information requests from the public regarding both Public Works and Sewer/Water issues; collecting information from the public and other government agencies to accurately direct their inquiries; maintaining billing and payment records via computerized systems for the Sewer and Water District and Grounds Maintenance Division and Highway Division; processing invoices and Purchase Orders for the Highway (including Snow budget), Fleet Maintenance, Grounds Maintenance, Transfer Station, and Facilities divisions of the Department. Responsible for performing a variety of secretarial, administrative, and clerical duties in assisting the Director to discharge the duties of the position, and all other related work as required. Very strong emphasis on public relations and customer service. Strong emphasis on computer skills.

WORK HOURS: Monday – Friday, 8:00 a.m. – 4:30 p.m.

SUPERVISION RECEIVED: Works under supervision of the Public Works Director and his assigned supervisors (sewer and water financial manager, water department supervisor, Director of Operations, and fleet maintenance supervisor) as required and administrative direction of the First Selectman.

SUPERVISION EXERCISED: Performs a wide variety of routine administrative responsibilities requiring an extensive knowledge of public works and sewer and water services, policy, programs and operations.

ESSENTIAL DUTIES:

The following is an illustrative and non-exhaustive list of duties:

1. Answer the telephone, take messages, screen calls, and assist the public with information as needed.
2. Maintain strict confidentiality.
3. Prepare work orders, maintain customer comment/complaint records and responses, and may assist in scheduling work assignments for Public Works & Sewer and Water department staff.
4. Assist in scheduling meetings, and may participate in taking notes and preparing minutes for Sewer and Water Commission or other Public Works Department meetings.
5. Prepare a variety of documents as needed in the Public Works Department.
6. Prepare requisitions and purchase orders and maintain a computerized record of department budgets to balance with the Town's financial management system. Record and monitor budgets using Town's financial management system at the department level.
7. Assist in preparing reports to regulatory agencies and maintenance of files for regulatory correspondence as required, including FEMA reimbursement requests.
8. Assist in preparing, collecting, and issuing sewer and water department quarterly, past due, shut-off, final, and annual billings, notices, and payment plans. Track and maintain account revenue collections and account management. Must comply with State of Connecticut regulations concerning privacy of accounts and Freedom of Information Act policies.
9. Maintain department records, perform filing, copying, and ordering supplies.
10. Invoice and collect insurance claims of the Department in regard to damaged public infrastructure.
11. Assist in preparing procedures, policies, and training programs.

12. Must possess or develop a working knowledge of the operations and responsibilities of the Public Works Departments various divisions and general knowledge of other Town departments and State of Connecticut agencies.
13. Prepare, collect and track invoicing of fees and user charges in regard to Department revenue and special event charges due the Department.
14. Perform related work as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

1. Ability to communicate and work effectively with diverse groups and individuals.
2. Ability to exhibit tact, diplomacy, and confidentiality in dealing with other employees and the public.
3. Ability to handle criticism from customers and respond in a professional manner.
4. Ability to organize and prioritize work assignments
5. Ability to work well independently, be self-motivated and to follow instructions.
6. Proficient in MS Word, Excel, with ability to learn MUNIS and Utility Billing Software.
7. Must be able to perform the essential duties and functions of the job with or without reasonable accommodations.

EDUCATION AND EXPERIENCE

1. High School Diploma required.
2. Two years of experience in general clerical work with municipal experience preferred; or an equivalent combination of education and experience.
3. Computer experience and telephone skills are essential with experience in record management and general accounting preferred.

WORK ENVIRONMENT

It is the policy of the Town of Colchester to provide a safe and healthy workplace for all employees. The Town of Colchester is committed to reducing and controlling the frequency and severity of work-related accidents. It is the responsibility of every employee to report all accidents, incidents and occupational illnesses, as well as any perceived hazardous conditions. While performing the duties of employment, it is the employee's responsibility to work in a safe and responsible manner. This includes following both OSHA and Town of Colchester safety policies.

This description is not all-inclusive and is subject to change by the Board of Selectmen at any time.
Full-time; union; hourly; non-exempt