

# City of Framingham



The City Council of Framingham



## ORDER NO. 2024-074-001 REQUEST OF THE FINANCE SUBCOMMITTEE

UPON THE REQUEST OF THE FINANCE SUBCOMMITTEE, THE CITY OF FRAMINGHAM, THROUGH THE FRAMINGHAM CITY COUNCIL, IT IS SO ORDERED:

That the City Council authorize the addition of a permanent full-time position of Administrative Assistant IV at a Non-Union Grade M5 in the Water and Sewer Department funded by the Enterprise Fund, as attached.

YEAS: Alexander, Bryant, Cannon, King, Leombruno, Long, Mallach, Ottaviani, Steiner, Ward, White Harvey  
NAYS: None  
ABSTAIN: None  
ABSENT: All members were present in person or via teleconference

VOTED IN COUNCIL: December 3, 2024

A True Record, Attest:

12/4/2024

Date Approved

*Lisa A. Ferguson*

Lisa A. Ferguson, City Clerk  
Emily L. Butler, Assistant City Clerk

~~12/4/24~~

~~Date Approved~~

~~*Charlie Sisitsky*~~  
Charlie Sisitsky, Mayor



# CITY OF FRAMINGHAM

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## OFFICE OF THE CHIEF FINANCIAL OFFICER

**Jennifer Pratt**  
Chief Financial Officer

Phone (508) 532-5427  
Email [jap@framinghamma.gov](mailto:jap@framinghamma.gov)  
[www.framinghamma.gov](http://www.framinghamma.gov)

Memorial Building  
150 Concord Street, Room 123  
Framingham, MA 01702

To: Mayor Charles J. Sisitsky  
Michael A. Tusino, III, Chief Operating Officer  
From: Jennifer A. Pratt, Chief Financial Officer  
Date: November 5, 2024  
Re: Order # 2024-074 Authorize additional permanent, full-time Administrative Assistant IV position (Water and Sewer Billing Coordinator) in the Water and Sewer Department

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The approved FY2025 Enterprise Budget includes two Administrative Assistant IV positions to support water and sewer billing operations. This request seeks to establish an additional permanent, full-time Administrative Assistant IV position within the Water and Sewer Department to address persistent challenges in meeting billing operations processes.

With only two Administrative Assistant IV positions, the department is unable to keep pace with the volume of work, which negatively impacts service levels and response times. During the City's summer internship program, a strong candidate was identified and retained on a temporary basis to assist with immediate billing operations needs. This additional support has demonstrated measurable improvements in productivity, including increased processing of adjustments, streamlined meter replacement integration, and enhanced customer service.

A permanent Administrative Assistant IV position would ensure continued operational support, allow timely and accurate billing, and facilitate improved handling of customer inquiries. This position would also sustain the gains realized with appropriate staffing levels, support the new meter implementation, and reduce revenue risks associated with delayed billing or errors. The department has sufficient vacancy factor funding to support this role for the remainder of FY2025. The position will be posted, and viable candidates will be considered in line with hiring protocols. Thank you for your consideration.

**Motion:** That the City Council authorize the addition of a permanent full-time position of Administrative Assistant IV at a Non-Union Grade M5 in the Water and Sewer Department funded by the Enterprise Fund.



# City of Framingham, MA

June 20, 2023

## Position Vacancy

RFP #23-157-01

**Position:** Admin Asst. IV: Water Billing Coordinator  
**Department:** Department of Public Works/Water & Sewer  
**Grade:** M5: \$55,246 - \$59,801 (Expected hiring range)  
**Schedule:** Monday, Wednesday & Thursday 8:00am to 4:30pm  
Tuesday 8:00am to 6:30pm  
Friday 8:00am to 1:30pm

### **Position Purpose:**

The Billing Coordinator performs Water and Sewer Billing and a range of administrative and clerical functions for the Department of Public Works. Employee is required to perform all similar or related duties.

### **Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

1. Perform all facets of monthly and quarterly Water & Sewer billing including the processing of meter readings, utility invoices, entrance fees. Including, but not limited to a range of administrative and clerical tasks as assigned.
2. Analyze exception reports to identify potential billing issues in advance of generating Water & Sewer bills.
3. Process Water & Sewer abatements and adjustments, including Senior discount programs. Prepare information and customer response letters as directed by the Business Manager.
4. Maintains utility account information.
5. Customer Service; responsible for responding to customer inquiries/complaints,
6. Process Water & Sewer work orders, final bills, Cross Connection & Backflow Prevention billing along with other miscellaneous Department services.

### **Qualifications:**

- Associate's degree or equivalent combination of education and experience.
- Self-motivated learner
- Problem solver
- Knowledge of:
  - Microsoft Office Suite products, including Outlook, Word and Excel
  - Accounting / financial billing procedures
  - Munis software experience preferred
- Ability to:
  - Plan and prioritize assignments
  - Deal effectively with disgruntled members of the public
  - Provide courteous customer service
  - Communicate effectively, both in writing and orally
  - Accurately enter data

An equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job may be accepted.

**Supervision Required:**

Employee works under the general supervision of the Business Manager. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. Due to the nature of the utility industry, the employee is expected to adapt to unforeseen circumstances and should seek advice and guidance as needed.

**Work Environment:**

Employee performs work in a busy office setting, ability to multi-task and adjust to interruptions. The employee may be required to work beyond normal business hours in support of the Department's emergency response efforts.

**Judgment:**

Numerous standardized practices, procedures or general instructions govern the work performed and, in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice or procedure, regulation or guideline.

**Complexity:**

The work consists of a variety of duties, procedures, regulations or guidelines.

**Nature and Purpose of Relationships:**

Relationships are primarily with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Courtesy, tact and diplomacy is required to resolve complaints or concerns.

**Accountability:**

This position is expected to exercise independent judgement to strengthen consumer confidence, avoid missed deadlines and revenue shortfalls.

**Occupational Risk:**

Risk exposure is typical of an office setting.

**Physical and Mental 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 position's essential functions.*

**Physical Skills:**

Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, kneeling, twisting, reaching with hands and arms, and standing. There may also be some occasional lifting of objects such as books, office equipment and computer paper.

**Motor Skills:**

Position requires the application of basic motor skills for activities including but not limited to operating a personal computer, office equipment, word processing, pushing, pulling or lifting department files, and sorting of papers.

**Visual Skills:**

Position requires the employee to routinely read documents and reports for understanding.

The City of Framingham offers a robust benefits package and is an eligible employer for the [Federal Student Aid Public Service Loan Forgiveness Program](#).

*The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.*

**Please visit our website:**

[www.framinghamma.gov/jobs](http://www.framinghamma.gov/jobs)

**The City of Framingham is an Affirmative Action Equal Opportunity Employer.**