

**TOWN OF WAYLAND  
POSITION DESCRIPTION**

**Title:** Wastewater Program Administrator – PT (24 hours)

**Department:** Department of Public Works

**Appointing Authority:** Town Manager

**Affiliation:** Non-Union

**Grade:** N-4

**Personnel Board Approved:** 2/24/2014

**Personnel Board Revised:** 10/12/2022

**Summary of Duties**

Performs routine to complex administrative and oversight support work in the operation of the Wastewater Division which comprises both the extended Wastewater Management District Commission (WWMDC) interests as well as Non-WWMDC wastewater assets and functions; all other related work as required.

**Supervision Received**

Works under the general direction of the DPW Director in accordance with applicable Massachusetts General Laws, WWMDC rules, regulations and policies and generally accepted wastewater activities.

Works in collaboration with, and provides support for, the Wastewater Operations Manager and Town Engineer in the completion of Wastewater Division tasks and functions.

Requires ability to plan and perform tasks; independently completes assigned tasks according to a prescribed time schedule.

Performs varied and responsible functions requiring a thorough knowledge of billing, accounting, budgeting and bookkeeping functions; exercises judgment and initiative, particularly in situations not clearly defined by precedent or established procedures; has regular contact and interaction with wastewater customers, vendors and staff colleagues; refers appropriate questions to the DPW Director.

## **Supervision Exercised**

None

## **Job Environment**

Work is performed under busy office conditions with a high amount of interruptions during the day from the general public; may be required to work outside of normal hours to accommodate workflow fluctuations.

Operates standard office equipment.

Makes frequent contacts with the general public, contractors, other Town departments and State and Federal officials; communication is split between telephone, personal discussion and written correspondence.

Errors could result in serious delays and confusion in processing and/or recording important information with legal repercussions. Errors could also result in poor Commission public relations

## **Essential Functions**

*The essential functions or duties listed below are intended only as illustrations of the various types 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.*

Is responsible for the timely, efficient administration of the Wastewater Division through the performance of various administrative functions; keeps Commission informed of its jurisdictional operational issues.

Acts as liaison with the public; answers questions when possible; takes-in and processes correspondence; prepares correspondence on behalf of the Wastewater Division; refers appropriate jurisdictional matters to the Commission.

Oversees, bills, tracks, reports and updates the many individual wastewater accounts as well as the two larger complex customers, Town Center and Alta at Rivers Edge

Works with Commission, Wastewater Staff and Financial Consultant toward the development of wastewater rates. Annually administrates a Rate Hearing and provides financial data to support rate recommendations.

Prepares and processes wastewater billing statements; determines charges in accordance with guidelines and formulas established by the Commission; tracks and monitors outstanding balances; provides Treasurer Collector with lien information as needed.

Maintains wastewater system-user records including customer use information, establishing and maintaining design flow allocations and overall account management.

Responsible for Accounts Payable; perform invoice payment and tracking using Town's financial software platform - MUNIS

Provides general administrative support to DPW functions

Prepares and maintains WWMDC Long Range Financial Plan which is used for financial planning, forecasting and budget development. Works with the Commission and Wastewater Division staff in the preparation and presentation of the annual operating and capital budget.

Prepares quarterly "budget to actual" reports with the ability to communicate with other departments in order to provide explanations with respect to variances. Prepares and maintains Wastewater financial reconciliation with Finance Department

Attends WWMDC meetings; records and prepares minutes; maintains the WWMDC webpage.

Interacts with various contractors, vendors and Town Departments on behalf of the Wastewater Division.

Performs similar or related work as directed, required, or as the situation dictates.

### **Recommended Minimum Qualifications**

#### **Education:**

HS diploma required; BS in accounting, finance or economics preferred.

#### **Experience:**

Over five (5) years of progressive administrative experience along with a proven experience in bookkeeping, billing and or accounting; experience in working with the public preferred.

#### **Substitutions:**

Additional years of relevant education may be substituted for the experience requirement on a year for year basis.

#### **Licenses/Certificates:**

None

#### **Knowledge, Abilities and Skills:**

General knowledge of the operations and functions.

Knowledge of standard office practices, procedures and equipment.

Knowledge of standard account maintenance in support of the department; ability to prepare reports and correspondence.

Knowledge and ability to employ records management practices.

User knowledge of personal computers and Windows-based software programs; skill and ability to operate a personal computer and a variety of office equipment; knowledge and ability to work extensively in Excel. Familiarity with MUNIS preferred.

Ability to prepare a draft annual budget; ability to prepare and explain variance reports.

Ability to independently run billing and receivables for the commission.

Ability to maintain accurate and detailed records.

Ability to multi task, organize, work independently, accomplish tasks and meet deadlines despite frequent interruptions in a fast-paced environment while maintaining attention to detail.

Ability to coordinate board, office and staff functions.

Ability to interact tactfully and effectively with Town employees, supervisors, officials; contractors and the general public.

Good communication skills; ability to communicate effectively both verbally and in writing.

Ability to maintain confidentiality of information.

Good typing and general administrative skills.

Excellent customer service skills.

### **Physical Requirements**

Minimal physical effort required in performing duties under typical office conditions; moderate physical effort required when overseeing programs. Ability to operate a keyboard at efficient speed. Vision and hearing at or correctable to normal ranges. Ability to sit, stand and walk. May be required to stand for long periods of time when assisting the public. May be required to carry or lift materials weighing up to 30 pounds.

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*