

Help Wanted: Water Registrar (City of New Bedford)

CITY OF NEW BEDFORD

WATER REGISTRAR \$51,655 – \$64,574

DEPARTMENT OF PUBLIC INFRASTRUCTURE

Manages and supervises the billing and collections of 24,000 water and sewer accounts monthly. Provides excellence in customer service, ensuring that the staff does as well, and maintains accurate and reliable account records.

Manages full cycle accounts receivable: ensuring that collections are strong; reconciles accounts receivable to City's ledger, taking actions when collections are not strong (initiating and managing shutoff procedures, lien procedures, etc). Prepares department's receivables for annual audit. Provides excellence in customer service to the public and ensures that the staff has proper customer service skills. Prepares Standard Operating Procedures and updated policies, and ensures they are effectively implemented, and generally assists in the department's overall goal of digitizing records and creating streamlined processes.

Two years of college-level coursework or an Associate's Degree in Business Management, Public Administration, Human Resources, or a closely related subject. Bachelor's Degree preferred. Knowledge of, or ability to quickly learn, customer and revenue account structure, including knowledge of bill codes and how they function within the City's ledger. Knowledge of collection trends necessary to accurately prepare projections. Mandatory CORI (Criminal Offender Record Investigation) background check per City Council Ordinance effective May 14, 2013.

For application/complete job description, please visit

www.newbedford-ma.gov or contact the Personnel Dept., 133 William St., Room 212, 508-979-1444. Applications will be accepted until a suitable candidate is found. New Bedford has a residency requirement. EEO