

City of Somerville, Massachusetts
Job Description

Position Title:	Water/Sewer Billing Analyst	Grade Level:	NU10 / IIS
Department:	Water Department	Date:	3/11/2025
Reports to:	Director of Finance and Administration	FLSA Status:	Exempt

Statement of Duties: The Water/Sewer Billing Analyst is responsible for the City of Somerville residential and commercial accounts. Performs a high level of administrative tasks to ensure that the City of Somerville water bills are accurate. 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 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.

1. Processes approximately 15,000 or more district bills for the City of Somerville.
2. Oversees and ensures accuracy for each district; analyzes and audits all the operations of the billing process.
3. Aids customers with billing questions.
4. Researches and reconciles customer accounts for abatements or refunds daily.
5. Establish all new accounts and update the database regularly.
6. Oversees and trains the water meter readers and customer service staff on billing and customer inquiries.
7. Downloads and transfer of districts from the MUNIS System to the metering software.
8. Runs reports for end of month procedures.
9. Monitors meter readers accountability daily.
10. Processes Final Water Bills, Invoices, Requisitions and billing adjustments as necessary.
11. Files and stores all Billing information and Water Meter Forms.

Supervision Required:

Under general direction, employee plans and prioritizes the majority of work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

Supervisory Responsibility:

Employee, as a regular and continuing part of the job, leads other workers in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as is done by the group led. The work leader is responsible to his/her supervisor for assuring that the work assignments of other workers are carried out by performing duties which typically consist of most of the following: distributes and balances workload among employees in

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accordance with established workflow and job specialization; assures timely completion of work; instructs employees in specific tasks or explains work methods to be employed and indicated applicable reference material and guidelines; checks work progress and reviews completed work to see that instructions have been carried out; answers questions and resolves problems that arise in the work; provides on-the-job training to new employees; reports to the supervisor on disciplinary problems, performance and training needs of employees; resolves simple, informal complaints of employees and refers others to the supervisor; may approve leave for a few hours or for emergencies.

Accountability:

The nature of the professional or technical work means that errors in analysis, techniques or recommendations would probably be difficult to detect. Consequences of errors, missed deadlines or poor judgment could severely jeopardize department operations or have extensive financial and/or legal repercussions to the municipality and the public.

Judgment:

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations.

Complexity: The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact-finding techniques; or determining the methods to accomplish the work.

Nature & Purpose of Contacts:

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. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

Confidentiality:

Access to some confidential information that is obtained during performance of essential functions.

Recommended Minimum Qualifications:

Education and Experience: Bachelor's degree with five to seven (5-7) years related work

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experience in the accounting/bookkeeping field; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job. Working knowledge of MUNIS and Microsoft Office preferred.

Knowledge, Abilities and Skill

Knowledge: Thorough working knowledge of accounting/bookkeeping standard practices and procedures, office software and machines; some knowledge of municipal government.

Ability: Ability to meet and deal with the public effectively and appropriately; ability to handle problems and emergencies effectively; ability to communicate clearly, both orally and in writing; ability to operate a computer; ability to maintain confidential information; ability to maintain, manage, and organize records; ability to deal appropriately with City employees, City officials and the general public.

Skill: Excellent organizational skills; excellent data processing skill in the use of personal computers and office software including word processing, database and spreadsheet applications. Extensive customer skills.

Work Environment:

The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours to complete duties as required.

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, and standing. There may also be some occasional lifting of objects such as books, office equipment and computer paper (up to 30 lbs.)

Motor Skills

Duties are largely mental rather than physical, but the job requires minimal motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, typing and/or word processing, filing, and sorting.

Visual Skills

Visual demands include constantly reading documents for general understanding and for analytical purposes.