



Town of Belmont Employment Opportunity

The Town of Belmont is now accepting applications for the full-time position of:

Customer Service Representative for the Belmont Municipal Light Department (Belmont Light)

Hourly Range: \$23.33 to \$28.97

Applicants must submit the required Town of Belmont application form, resume and cover letter to the Town's Human Resources Department by the closing date of **September 25, 2020**.

- Perform administrative, technical, and clerical work related to the billing and collection of revenue for electric and water services provided by the town.
- Conduct other administrative work as needed.
- Communicate effectively with customers regarding department policies and services.
- Represent Belmont Light in a professional manner and contribute to a team-oriented employee atmosphere.
- Handle customer requests and questions pertaining to electric bills and other relevant topics.
- Process invoices, post daily deposits, and keep customer account records up-to-date.
- Proficiently navigate Belmont Light's billing and accounting system and perform web-based duties.
- Assist the public, department staff, other town departments, vendors, banks, and agencies by processing bills, providing information, and preparing reports.
- Manage multiple phone lines, attend staff meetings, become knowledgeable about industry best practices, and keep current on state regulations relating to utility billing.
- Requires a high school diploma, Associates preferred, plus one year of general office, customer service, municipal, or other relevant equivalent.

The pay range is \$23.23 - \$28.97. This position works forty (40) hours per week and is eligible for the Town's comprehensive benefits package, including health, dental and life insurance. This position is in the IBEW Union and is subject to the respective collective bargaining agreement.

Resumes/applications accepted at the Human Resources Department, 455 Concord Ave, Belmont, MA 02478, or e-mail humanresources@belmont-ma.gov or fax 617-993-2741 by **September 25, 2020**

The Town of Belmont is an Equal Opportunity Employer.



Application Process

All applicants are required to complete a Town application form, available from the Town's website, www.belmont-ma.gov, by emailing humanresources@belmont-ma.gov, calling (617) 993-2740 or by visiting the Human Resources Department at the Belmont Town Hall. Applicants may attach resumes to the Town application form as additional information but cannot use this in lieu of completing the required form.

All full-time and some part-time employees will need to complete a pre-employment physical and drug-screening examination. Both full-time and part-time positions require a CORI criminal background screening. The Town reserves the right to modify the application deadline and/or accept applications after the deadline in order to best serve the interest of the community.

After the submission deadline, the Human Resources Department and a review committee will review all completed applications and will select the most highly-qualified respondents for interviews. The Town will acknowledge receipt of completed applications that it receives and will only further contact individuals who the Town selects to interview.

Individuals who need accommodations in order to participate in this process should contact the Town's Human Resources Department. Please address all questions regarding the Town's hiring process to:

Human Resources Department
Town of Belmont
455 Concord Avenue Belmont,
Massachusetts 02478 (617) 993-
2740 [humanresources@belmont-
ma.gov](mailto:humanresources@belmont-ma.gov)