***Letter of interest to lcwd@LCWD.US. LCWD is an AA/EOE.***

**Title: Office Assistant; and Field Labor Part Time Summer Positions**

**Department:** Lynnfield Center Water District, LCWD

**Supervisor:** Office Manager; and LCWD Foreman

**Status:** Part Time, (Monday through Thursday) 9:00 am to 3:00 pm (hours are negotiable) $18.00/hour

**Summary:** The Lynnfield Center Water District (LCWD) is a service driven administration in an extremely fast paced environment with numerous inquiries in various subject matters from constituents. The District pumps, treats and distributes water to 2,600 service accounts throughout nearly two thirds of Lynnfield. Candidates must have a willingness to learn customer service and be capable of working independently and be responsible for ensuring that the responsibilities of the job are done efficiently and accurately.

1. **Office Position Responsibilities & Requirements *(duties are illustrative and not all inclusive)***

* Assist in providing front line customer service and administrative support, including general office duties such as answering calls and email inquiries, filing and additional responsibilities as needed.
* Assist in responding promptly, sensitively, and constructively to customer inquiries, requests or complaints; provide customer service with tact, courtesy, sensitivity and discretion in all dealings with internal and external customers.
* Update customer account information, schedule appointments, and create service orders for operators.
* Receive and enter customer payments in billing system.
* Assist with customer correspondence.
* Schedule appointments for meter repairs and other projects as needed.
* Intermediate to advanced computer skills and familiarity with Microsoft Office Suite including Excel, WORD and Outlook. Demonstrated ability to learn new software programs.
* Knowledge of and ability to navigate and work within the internet, websites and other social media.

1. **Field Laborer Position Responsibilities & Requirements *(duties are illustrative and not all inclusive)***

* Assist full time work force and operators with labor functions throughout the District including, grounds maintenance, painting, cleaning of grounds, hydrant maintenance, hydrant painting, cleaning of equipment and building facilities. Candidates will work independently on assignments and also with the full time crew when needed.

**Key Competencies:** Excellent interpersonal skills, with the ability to remain calm.MA Driver’s License. Emotional maturity with the ability to not take customer’s or co-worker’s behavior personally. Excellent communication skills - verbal and written. Ability to work independently relying on experience and judgment to plan and accomplish goals and multi-task in a fast-paced environment. Active listening skills with the ability to interpret resident’s needs. Attention to detail and accuracy. If selected, must provide three resumes.

**SUMMER JOB OPPORTUNITIES IN LYNNFIELD**