



TOWN OF STOW
380 Great Road
Stow, Massachusetts 01775

Public Works Business Manager Job Posting – April 2024

The Town of Stow is seeking qualified applicants for the position of Business Manager for the (Highway/Cemetery Department. This full-time (37.5 hr/wk), benefit eligible position handles all duties in the administration of the department. The position provides a wide variety of clerical, administrative, website, and customer service tasks for the efficient and effective operation of the Highway/Cemetery Department. (Pending name change to Public Works Department)

Bachelor's degree or equivalent, in business administration, engineering, or information technology and three to five years of experience in a responsible administrative or accounting position, preferably in a municipal setting, or any equivalent combination of education and experience.

Grade 5 of the Town's Salary and Compensation Plan, with a starting hourly DOQ, with range of \$29.77 to \$33.67 with full benefits. (2 ½% COLA increase on July 1st) Hours are M-F, 8:00am to 4:00pm. Overtime opportunities available during winter months.

Position open until filled with resumes received on a rolling basis. Send letter of interest and resume in .PDF format to careers@stow-ma.gov. For the full job description, please see below. AA/EOE.

PUBLIC WORKS BUSINESS MANAGER

DEFINITION

Position is responsible for providing confidential administrative, contract and financial management, as well as customer service while assisting the Superintendent of Streets in planning and managing operations, contributing to the efficient and effective operation of the Department.

ESSENTIAL FUNCTIONS

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

- Coordinates, purchasing, budgeting, accounting, inventory control, administrative, and customer service assistance to the Department; prepares correspondence and reports; maintains and updates filing system for office; prepares and maintains office records and reports;
- Provides information and assistance to the public; responds to inquiries, requests, and complaints on the telephone and in person and refers individuals to other resources as deemed appropriate;
- Processes all Department invoices, accounts payables, completes vouchers and records receipt of supplies;
- Processes and submits payroll for all staff and tracks leave time balances;
- Monitors inventory and supplies and orders supplies when needed;
- Assists with budget process, including calculation of raises and forecasting of expenditures for upcoming fiscal year;
- Tracks expenditures to ensure compliance with budgetary limitations;
- Coordinate and manages department projects;
- Provides other Town Departments with any requested reports, including fuel reports for the Council on Aging;
- Prepares job specifications and cost estimates;
- Works with the Procurement Administrator for all highway and cemetery procurements;
- Compiles and maintains project bid and expense records for Highway and Cemetery departments and generate related computerized budget/expense reports customized for department management.
- Oversees accounts payable and receivable for the Department, including billing and collection of all fees;
- Maintains records and files of cemetery department activities and prepare and present any reports as needed;
- Responds to all family and public concerns and inquiries pertaining to laws, regulations, policies, duties and work of the cemetery department.
- Assists the general public and funeral directors to explain departmental functions and procedures;

- Maintains records of cemetery lot owners, burials, etc. and
- Receives and processes burial permits;
- Reviews and reconciles monthly reports from Town Accountant;
- Manages plow account payables, including calculating plow rate quotes, invoicing and payments;
- Performs other related job duties as necessary.

SUPERVISION RECEIVED

Under general direction of the Superintendent, employee plans and prioritizes the majority of work independently, in accordance with standard practices. 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.

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. Judgment is used in analyzing specific situations to determine appropriate actions. Requires understanding, interpreting and applying federal, state and local regulations.

NATURE AND PURPOSE OF CONTACTS

Relationships are constantly with co-workers, vendors, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance, including departmental practices, procedures, regulations or guidelines.

CONFIDENTIALITY

The employee has regular access at the departmental level to a variety of sensitive and confidential information.

EDUCATION AND EXPERIENCE

Bachelor's degree or equivalent, in business administration, engineering, or information technology and three to five years of experience in a responsible administrative or accounting position, preferably in a municipal setting, or any equivalent combination of education and experience.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Knowledge of office management practices and procedures, Town government operations, account maintenance, purchasing, business English, grammar, punctuation and spelling; knowledge of Massachusetts Open Meeting Law, Town Bylaws, Administrative Code,

regulations, policies, programs and operations.

Ability: Ability to work independently, communicate effectively with others both orally and in writing, meet deadlines, establish and maintain harmonious working relationships, maintain confidential information, pay attention to detail, process workload efficiently and accurately, prepare technical reports. Ability to handle numerous, diverse and complex projects at one time. Ability to be diplomatic, professional and courteous when dealing with others, especially in contentious or confrontational situations. Ability to meet deadlines. Ability to work independently and prioritize tasks. Ability to multi-task. Ability to provide excellent customer service.

Skill: Customer service, communication, and organizational skills. Strong technology skills.

WORK ENVIRONMENT

The work is performed in an office environment and occasionally in the field.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

The work involves physical skills typical of an office environment, including sitting, standing, walking and stooping. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills

The work may require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes. Frequent computer use required.