



Haverhill

Human Resources Department, Room 306

Phone: (978) 374-2357 Fax: (978) 374-2343

Denise McClanahan, HR Director – dmcclanahan@cityofhaverhill.com

Sheila Pelczar, HR Technician – spelczar@cityofhaverhill.com

February 4, 2019

Job # 2019-005

PLEASE POST ANTICIPATED OPENING

POSITION: Account Clerk/Dispatcher (Civil Service position)
Department of Public Works – Highway/Park Department

HOURS OF WORK: Monday – Friday, 7am – 3pm
35 hours per week

SALARY: \$675.64 - \$824.13 per week
(According to contractual salary schedule)

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:

Under the supervision of the Head Administrative Clerk and Highway Superintendent/designee, perform complex clerical duties involving general familiarity with the procedures of the office. Maintain and update employee payrolls, personnel records and files. Receive calls on telephone system and make calls over radio-telephone to service vehicles, dispatching them to a specific location and situation to take corrective action.

Maintain good public relations when answering calls and dealing with the general public, contractors and utilities. Use of computer to input, maintain and update records such as work orders, street lights maintenance activities, etc. Other duties as directed by supervisors.

The duties listed above 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.

SUPERVISION RECEIVED:

Works under the supervision of the Head Administrative Clerk, Superintendent of Highway/Park and DPW Director.



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QUALIFICATIONS NEEDED:

Applicants must have at least three years of full-time, or equivalent part-time experience in office work. High school graduate or equivalent. Ability to operate general office equipment; adding machines, typewriter, copier, fax, scanner, etc. Must have strong computer skills (ie: Microsoft Word & Excel products). General knowledge of work order systems such as MainStar and QAlert, email, etc. preferred. Ability to maintain daily records in computer, make out work orders, payrolls, general record keeping, etc.

Must have strong customer service skills and the ability to handle difficult situations in a professional and courteous manner at all times. Ability to exercise discretion in the access to and handling of confidential information. Ability to establish and maintain harmonious relationships with others.

Applicants will be required to undergo a background check including CORI screening prior to appointment.

PHYSICAL REQUIREMENTS:

Position is sedentary in nature. Must possess mobility to work in a standard office setting and move in and out of offices throughout the day. Ability to walk or stand continuously throughout the day. Ability to use standard office equipment, including a computer, vision to read printed materials and computer screen; and hearing and speech to communicate in person and over the telephone. Attendance is mandatory.

CLOSING DATE:

FRIDAY, FEBRUARY 15, 2019

SUBMIT COVER LETTER, RESUME AND APPLICATION TO:

**Denise McClanahan, Human Resources Director
City of Haverhill
4 Summer Street Room 306
Haverhill, MA 01830**

"The City of Haverhill is an AA/EEO/ADA Employer."

APPLICATION IS AVAILABLE ONLINE AT:

http://www.haverhillma.gov/departments/human_resources/job_opportunities.php

Application can be saved and sent as attachment when applying online. Email should be sent to hrd@cityofhaverhill.com. PLEASE REFERENCE JOB # 2019-005 WHEN APPLYING ONLINE.