



# Haverhill

Human Resources Department, Room 306

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

Denise McClanahan, HR Director – [dmccclanahan@cityofhaverhill.com](mailto:dmccclanahan@cityofhaverhill.com)

Sheila Pelczar, HR Technician – [spelczar@cityofhaverhill.com](mailto:spelczar@cityofhaverhill.com)

**June 28, 2018**

**Job #2018-023**

**PLEASE POST**  
**ANTICIPATED OPENING**

**POSITION:** Head Administrative Clerk/Cashier  
Tax Collectors Office

**HOURS OF WORK:** Monday-Friday/8:00AM-4:00PM

**SALARY:** \$707.84 - \$871.23 per week  
(According to Contractual Salary Schedule)

**GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:**

Collect real estate, motor vehicle, farm excise, boat excise, personal property, betterment assessments, departmental turnovers and parking tickets. Collect water/wastewater payments. Payments are in the form of currency, check or credit card. In the absence of the Deputy Collector, accept any Haverhill resident's past due payments. Prepare municipal lien requests. Coordinate the preparation mailing of real estate and personal property bills, demands, warrants, transmittals and other related materials. Perform transfers and adjustment of payments including refunds. Maintain financial records of payments received and process payments in the collection software system. Balance daily receipts and posts payments to customer accounts.

Responsible for recording and processing all tax service tapes including bank tapes. Act as liaison for data processing service group and troubleshoot all computer problems. Train present/new office staff on updating or establishing new office procedures. Work closely with management in the daily operations of the office. Perform general office duties, filing, typing, answering of phones and any other duties instructed by management.

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 Tax Collector/Treasurer and Assistant Tax Collector/Treasurer.

**QUALIFICATIONS:**

Ability to perform all necessary functions of the office; i.e., process payments, general office filing and typing. Ability to operate all office machines, including but not limited to adding machines, typewriters, copy machines, fax machines and computers, etc. Position requires excellent typing and organizational skills.



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Must be bondable. Applicants must have at least four years or more of full-time or equivalent part-time experience in office work. Previous office supervisory experience preferred. High school graduate.

Must be proficient in Microsoft Office products including Access, Word and Excel. Knowledge of ViewPermit and SoftRight software preferred.

Ability to work effectively and pleasantly with general public and other department personnel. Ability to establish and maintain harmonious relationships with others. Provide excellent customer service. Accuracy and neatness are important in all aspects of this position. Experience with statistics; detail-oriented; aptitude for initiating and completing projects for organizing and maintaining records systems required.

Ability to make intelligent, productive and fair decisions. Must be willing to work on a variety of assignments and have the ability to multi-task responsibilities as needed. Ability to assemble items of information in accordance with established procedures. Ability to exercise discretion in handling confidential information. Must be articulate and work well with other staff and general public. Ability to establish and maintain harmonious relationships with others.

## **PHYSICAL REQUIREMENTS:**

Ability to walk or stand continuously throughout the day. Frequent movement in and out of offices. Duties associated with the Storeroom and Mailroom involve bending and some light lifting of boxes. Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Attendance is mandatory.

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

## **CLOSING DATE:**

**FRIDAY, JULY 13, 2018**

## **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](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](mailto:hrd@cityofhaverhill.com). PLEASE REFERENCE JOB # 2018-023 WHEN APPLYING ONLINE.**