



Haverhill

Human Resources Department, Room 306

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

Denise McClanahan, HR Director – dmcclanahan@haverhillma.gov

Christina Carrie, HR Technician – ccarrie@haverhillma.gov

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Bridget Panniello, Head Clerk/Floater – bpanniello@haverhillma.gov

July 15, 2026

Job # 2026-33

PLEASE POST **ANTICIPATED OPENING**

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

HOURS OF WORK: **8:00 AM - 4:00 PM / Monday - Friday**
(35 Hours Per Week)

SALARY: **\$846.09-\$1,066.57 per week**
(According to the City Hall Clerks contractual salary schedule)

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:

Position will perform complex clerical duties involving general familiarity with the procedures of the office of the Highway/Park division. 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 public, contractors and utilities. Use of computer to input, maintain and update records such as work orders, street lights maintenance activities, department productivity metrics, etc. Other duties as directed by supervisor(s).

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 DPW Director and/or Superintendent of Highway/Park.

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 (i.e.:



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Microsoft Word & Excel products). General knowledge of work order systems such as-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 JULY 31, 2026

APPLICATION IS AVAILABLE ONLINE AT:

www.haverhillma.gov/government/job-opportunities

Application can be saved and sent as attachment when applying online. Cover letter, application and resume should be sent to: CITY OF HAVERHILL HR DEPARTMENT AT HRD@HAVERHILLMA.GOV

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