



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

John DelRosso, HR Technician – jdelrosso@haverhillma.gov

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

May 15, 2025

Job # 2025-13

PLEASE POST ANTICIPATED OPENING

POSITION:

Head Clerk (Civil Service position)

Water Maintenance/Meter Office

HOURS OF WORK:

Monday-Friday 7am – 3pm

37.5 hours per week

SALARY:

\$22.33 per hour

(According to the Water Dept. contractual union salary schedule)

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:

The Head Clerk provides administrative and clerical support to the water distribution maintenance and meter division assisting with various tasks related to the maintenance and operation of the municipal water distribution system.

SUPERVISION RECEIVED:

Works under the supervision of the Water Maintenance Supervisor or his/her representative or an employee of a higher grade as assigned by the Water Maintenance Supervisor or General Foreperson.

SUPERVISION EXERCISED:

Supervises other staff of a lower grade, as assigned.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- Provide administrative assistance by performing tasks such as data entry, filing, record keeping, payroll and document management. Maintain accurate and up-to-date records of maintenance activities, work orders, and equipment inventory.
- Receive, review, and process work orders for maintenance and repair tasks and billing customers. Ensure that work orders are assigned to the appropriate personnel and track their progress. Communicate with internal stakeholders to gather necessary information and update work order status accordingly.
- Serve as a primary point of contact for internal and external communication regarding maintenance and meter related inquiries, requests, and updates. Coordinate with maintenance and meter staff, contractors, and other departments to schedule and prioritize maintenance activities, ensuring efficient use of resources.



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- Prepare and generate reports on maintenance and meter activities, including work order status, equipment maintenance schedules, and inventory levels. Analyze data and provide accurate reports to management for decision-making purposes.
- Assist with procurement processes, including obtaining price quotes, creating purchase requisitions, and maintaining relationships with vendors. Monitor inventory levels of maintenance supplies, tools, and equipment, and coordinate to ensure adequate stock availability.
- Support in maintaining safety protocols and compliance with regulatory requirements. Assist with documentation related to safety training, inspections, and incident reports. Promote a culture of safety within the maintenance and meter division.

The duties listed above are intended only as an illustration 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 to or a logical assignment to the position.

ENTRANCE REQUIREMENTS:

Any combination of education, training, and experience that would provide the required knowledge, skills, and abilities to successfully perform in the position is qualifying. Typical combinations include:

- Minimum of three years of full-time experience in a water distribution maintenance office, other utility, or related area. Municipal experience is preferred.
- High School diploma with a course of study in bookkeeping or office practices, additional courses in accounting, and office management.

QUALIFICATIONS:

- Proven experience in administrative support roles, preferably in a maintenance or utility environment.
- Proficiency in using office software applications, including word processing, spreadsheets, and database management.
- Excellent organizational skills with the ability to multitask and prioritize work effectively in a fast-paced environment.
- Strong attention to detail and accuracy in record keeping and data entry.
- Effective verbal and written communication skills, with the ability to communicate with individuals at various levels within the organization.
- Knowledge of basic maintenance and repair concepts, terminologies, and equipment is desirable.
- Familiarity with procurement processes and inventory management principles.
- Ability to work independently and collaboratively as part of a team.
- Commitment to maintaining safety standards and promoting a safe work environment.



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PHYSICAL REQUIREMENTS:

The position is sedentary in nature. Ability to walk or stand continuously throughout the day and frequent movement in and out of the office. Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, and to attend meetings at various sites within the City; strength to lift and carry materials weighing up to 20 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

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

CLOSING DATE: Friday May 30, 2025

APPLICATION IS AVAILABLE ONLINE AT:

www.cityofhaverhill.com/departments/human_resources/job_opportunities.php

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

PLEASE REFERENCE JOB # 2025-13

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