



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 – idelrosso@haverhillma.gov

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

November 7, 2025

Job #2025-57

PLEASE POST
ANTICIPATED OPENING

POSITION: **Head Clerk/Records (Civil Service position)**
Haverhill Police Department

HOURS OF WORK: **Monday – Friday, 8am – 4pm**
35 hours per week

SALARY: **\$829.50 - \$1,010.30 per week**
(City Hall Clerks Contract)

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:

Maintain and secure files for all police reports. Verify that crime reports have been properly entered into the NIBRS system. Verify that all other incident reports are entered into the CAD system. File and enter all traffic violations into the computer system. Prepare daily call log for news media.

Answering incoming calls regarding incident reports and accident reports. Assist the public with requests for reports and data. Ensure all records releases comply with the **Freedom of Information Act (FOIA)**, **Public Records Act**, and department policies.

Prepare reports, logs, and correspondence related to records management and public records requests. Redact confidential, sensitive, or exempt information prior to record release. Enter, update and retrieve information from law enforcement databases and record management systems (e.g., RMS, CAD, CJIS). Assist in subpoena processing, record retention, and destruction according to established schedules.

Coordinate with detectives, patrol officers, city attorneys, and other departments regarding case file access and record dissemination. Mail original motor vehicle accident reports for insurance and legal purposes. Sort all traffic violations and mail to the Registry of Motor Vehicles.

Open, sort and process general correspondence for requests for information. Respond to inquiries in person, by phone, and via email, providing information or referrals in a courteous and professional manner. Operate office machines such as computer, data entry terminal, copy and fax machines. Revive, review, and process requests for police reports, incident records, and other official documents under applicable public records laws.

Will be assigned to perform duties of other clerical positions within the Police Department as directed by the Chief of Police and/or his/her designee. Performs related tasks as required.



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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.

QUALIFICATIONS:

Applicants must have at least three (3) years of full-time or equivalent part-time experience in office work. High school graduate or equivalent. Must be proficient in Microsoft Word and Excel. Must be proficient in specific office technology including: computer, data entry terminal, copy and fax machines. Must be willing to work on a wide variety of assignments as needed. Ability to assemble items of information in accordance with established procedures.

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. Must be articulate and work well with other staff and general public. Maintain confidentiality of police and personal information at all times.

PHYSICAL REQUIREMENTS:

Position is sedentary in nature. Ability to move frequently in and out of offices throughout the day. Must possess mobility to work in a standard office setting. 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.

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

CLOSING DATE: FRIDAY NOVEMBER 14, 2025

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

PLEASE REFERENCE JOB # 2025-57

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