



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 17, 2026

JOB # 2026-34

PLEASE POST
ANTICIPATED OPENING

POSITION: Deputy Chief of Staff - Mayor's Office

HOURS OF WORK: Monday through Friday*, 8am – 4pm
(Regular schedule - 35 hours per week)
*Schedule may include evenings and/or weekends)

SALARY: \$65,000-\$80,000 per year
(Starting salary commensurate with experience)

GENERAL PURPOSE:

The Mayor's office is a fast-paced, high profile, professional environment. The position of Deputy Chief of Staff will assist and provide administrative support for day-to-day activities for City of Haverhill Mayor's office as directed by the Chief of Staff. This will include but not limited to serving as press contact, representing the Mayor and/or the mayor's office at events and functions, drafting and managing social media content and providing services to constituents.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Serve as press contact and draft press materials, including media advisories, press releases, talking points, letters to the editor, and other communications priorities.

Represent the Mayor at events and functions during and outside work hours and meets with constituents and neighborhood groups as necessary. Maintain and expand on the City's efforts to increase its digital communications business plan, including using Facebook, Instagram, Twitter, etc.

Draft and manage social media content to engage audiences, including social media posts, articles, blogs, videos, and photos; ensure agency branding is accurate and consistent across channels. May research, write and organize speeches.

The Deputy Chief of Staff will implement effective strategies to educate and inform community members by highlighting important events, initiatives, and issues, including but not limited to emergencies, services, programs, and public meetings.



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Reads and evaluates emails, web inquiries and calls directed to the office of the Mayor. Forwards emails to appropriate parties for action and assists in facilitating resolution. Follows up on issues to ensure appropriate resolution and conclusion within the policies of the City. Supports City departments to resolve issues.

Will perform duties involving computer knowledge and utilization. Will maintain files, compiles statistics, posts and general records. Performs phone duties and services the public entering the mayor's office. May research and organize information for speeches/presentations. May assist in the preparation of city council agenda items by deadline. May provide supervision to interns/volunteers based in the mayor's office as directed by the Chief of Staff and/or the mayor.

Will help foster a positive and inclusive work environment, promoting teamwork, collaboration, and effective communication among staff members.

The Deputy Chief of Staff will assist in ensuring the smooth day-to-day operations of the 311 program. This will include, but not limited to, providing effective service delivery to customers/constituents. Will assist and provide guidance and support to front-line staff in handling constituent inquiries, requests, and complaints as needed. Will report any issues to the Chief of Staff.

As directed, this position will assist in planning and outreach to achieve strategic goals and objectives, including promoting accurate and positive communications about programs and services, and increasing awareness among members of the community, civic and non-profit organizations, businesses, public bodies, and elected officials and staff. Will assist the Chief of Staff in all duties as assigned.

The essential functions or 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 NEEDED:

Excellent communication, public presentation, research and writing skills are required. Experience in drafting remarks, media advisories and press releases. Bachelor's Degree or a combination of an Associate's Degree and more than five (5) years of proven public administration experience. Knowledge of local, state, and federal legislative processes. Experience in handling social media posts, blogs, videos, and photos is highly desirable.

Ability to work effectively with other City Departments. Ability to communicate effectively with the public as well as with City and Commonwealth officials. Flexibility to deal with a very busy office. Skilled in problem solving, consensus building, conflict resolution and team building.



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Demonstrated knowledge of current Windows operating systems; competency with Microsoft applications such as word, excel and database operations. Extensive experience with event planning. **Bilingual candidates highly desired.**

PHYSICAL AND MENTAL DEMANDS:

Ability to walk or stand continuously throughout the day and frequent movement in and out of office. Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, and to attend (day and/or night) 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.

Position will also consist of sedentary periods while working on a computer. Ability to walk or stand continuously to service the public will also be a necessity. Attendance is mandatory.

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

CLOSING DATE: TUESDAY, JULY 28, 2026

Application/Resume emailed should be sent to hrd@haverhillma.gov

PLEASE REFERENCE **JOB # 2026-34** WHEN APPLYING ONLINE.

"The City of Haverhill is an Equal Opportunity/Affirmative Action Employer."

APPLICATION IS AVAILABLE ONLINE AT:

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