



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

September 29, 2025

Job #2025-50

PLEASE POST
ANTICIPATED OPENING

POSITION:

Head Clerk (Civil Service position)

City Clerk's Office

HOURS OF WORK:

Monday – Friday, 8am – 4pm

35 hours per week

SALARY:

\$829.50 - \$1,010.30 per week (new hires start at step one)
(City Hall Clerks Contract)

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:

The Head Clerk will perform all clerical duties associated with office procedures established in the City Clerk's office. Will assist department in typing reports, correspondence, forms, using all features of Microsoft Office. Create and maintain spreadsheets. Responsible for answering telephone calls and waiting on the public.

Issue dog licenses, yard sale permits and business certificates. Maintain files on all licenses/permits/certificates issued. Prepare certified copies of birth, marriage, and death certificates. Work with Assistant City Clerk to complete census requirements including computer entry for all voting and census material. Assist in all election related items as directed by the City Clerk and/or designee.

Perform all other general duties as directed by the City Clerk and/or designee.

Perform all filing duties as requested by the Department. Assist in the preparation of projects when called upon by the Department Head or designee. Perform data entry work in various computer software systems such as ViewPermit, BudgetSense, Harpers and online programs.

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.

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QUALIFICATIONS:

High school graduate (or equivalent). Applicants must have at least three years of demonstrated work experience in office work. Must have strong customer service skills and the ability to handle difficult situations in a professional and courteous manner at all times. Must enjoy working with and serving the public. Ability to establish and maintain harmonious relationships with others. Ability to exercise discretion in the access to and handling of confidential information. **Bilingual skills preferred.**

Must have excellent computer skills (proficiency in Microsoft Word & Excel products) and be able to maintain spreadsheets/computer files/databases. Knowledge of BudgetSense/Harpers Payroll system software preferred. Must be able to operate various office machines. Ability to follow verbal and written instructions. Ability to juggle multiple tasks, have excellent organizational skills and the ability to prioritize duties. Ability to assemble items of information in accordance with established procedures.

PHYSICAL REQUIREMENTS:

Ability to walk or stand continuously throughout the day. Frequent movement in and out of offices. 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/SORI screening prior to appointment.

CLOSING DATE: MONDAY OCTOBER 6, 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 # 2025-50

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