



JOB POSTING - June 3, 2024
DEADLINE - Until Filled
INTERNAL FOR 7 DAYS

Job Title: Head Clerk

Department: Tax Collector's Office

Reports to: Tax Collector

Job Summary:

Performs administrative and clerical duties related to the functions of the Tax Collector's Office.

Supervisory Responsibilities: None

Supervision: Works under the direction of the Tax Collector.

Duties/Responsibilities:

- Provides customer service by answering questions in person, by email, and by telephone
- Provides information requested or refers to the appropriate entity.
- Receives, collects, and processes cash or other negotiable instruments using ERP and Kelley & Ryan payment site
- Balances the cash drawer and Maintains financial records.
- Maintains and retrieves reports, investigates data, and performs tasks in ERP
- Compiles statistics and reports.
- Provides clerical assistance, including letters, memos, and reports; Handles mailing and sorting; Takes messages; Maintains records and files
- Prepares requisitions, purchase orders, and inventories supplies.

The functions above are normal for this position. Other duties may be required and assigned. The essential functions or duties listed above are intended only as examples of the 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.

Required Skills/Abilities:

- Knowledge of office procedures, practices, office equipment, and terminology
- Knowledge of business English and math
- Ability to make complex mathematical calculations
- Ability to maintain statistics and accurate records
- Ability to maintain confidential information
- Ability to be bonded
- Ability to compose correspondence and to prepare, type, and proofread reports
- Ability to communicate effectively with the public, other employees, public officials,

and other parties

- Skill in using a personal computer and proficiency in MS Word and Excel
- Excellent customer service skills.
- Excellent written and oral communication skills.

Knowledge, skills, and abilities preferred:

- Knowledge of MUNIS and Kelley & Ryan payment site.

Education, certification, licensure, or other similar requirements:

- High school graduation or GED
- At least two years of experience in a business office, or any equivalent combination of education and experience.

Education, certification, licensure, or other similar preferred:

- Bilingual / Spanish preferred. Coursework in office procedures and business practices
- Associate's degree in related fields preferred.

Job Environment:

- Work is performed under typical office conditions
- Noise level is moderate
- Operates computer, copier, and other standard office equipment
- Makes frequent contacts with the general public, other city employees, lawyers and law firms, in person, in writing, by email, and telephone, which involve an information exchange dialogue
- Has access to department-related confidential information pertaining to legal cases
- Errors could seriously cause confusion and delay of service, or have legal repercussions.

Physical Requirements:

- While performing the duties of this job, the employee is frequently required to work at a desk
- Regularly convey information to employees, and the public
- Regularly move about inside the office to access file cabinets and office machinery.
- The employee must occasionally lift and/or move objects weighing up to 20 pounds, such as office supplies, books, and equipment.
- Ascends/descends stairs to reach supplies and storage areas and attend meeting places.
- Ability to operate a keyboard and calculator at efficient speed and to view computer screens for extended periods.

The physical demands described above are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodation(s) if needed will be provided for the employee with the adequate strength, dexterity, coordination, and visual acuity in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Fair Labor Standards Act (FLSA) status: Non-Exempt (hourly)

Employment status & Hours: Regular Full-time employment, 35 hours per week, Monday-Friday, 8:30 a.m. to 4:30 p.m.

Salary/Pay rate: \$ 22.0687 (minimum) up to \$ 23.4676 (maximum) per hour (Grade S-17, NAGE)

Employee Benefits: Health, Dental, Life Insurance, Optional Vision and Flexible Spending Account (FSA)

How to Apply: Please send resume and cover letter to Personnel@holyoke.org