



City of Holyoke
Personnel Department
Full-Time Head Administrative Clerk
JOB POSTING – JUNE 12, 2024 - JUNE 26, 2024

Position Summary: The Head Administrative Clerk performs administrative and detailed clerical work in a diverse office requiring high confidentiality. This position is a departmental liaison to other municipal offices, employees, retirees, the public, and contracted vendors. Responsible for the daily office routine that requires the ability to multi-task while effectively prioritizing responsibilities with frequent interruptions. Must have excellent interpersonal skills and can communicate in an effective, courteous, and patient manner both orally and in writing.

Essential functions:

- Assist with maintaining confidential employee/retirement information and records.
- Greeting visitors
 - Welcoming them and directing them appropriately
 - Answers or refers inquiries
 - Hand visitors applications as needed
- Provides New Hires (NH) paperwork necessary for onboarding
- Processing mail
 - Sort and distribution of incoming and outgoing
- Answering the telephone and directing calls to the appropriate designee
 - Retrieve voicemail messages
- Maintaining multiple calendars
 - Setting up appointments, interviews, meditation, etc
- Filing and maintaining databases
- Maintain Parking Pass database
 - Issues temporary parking passes to visitors
- Creating emails, letters, memos, etc. for distribution
- Ordering office supplies
- Prepare and process CORi applications
- Maintain job posting
 - Indeed
 - Masslive
 - City Bulletin Boards
- Administrative duties in support of the department's operations

Knowledge, skills, and abilities preferred: 3-5 years of experience in a similar or related municipal position with a strong understanding of employee and retiree benefits management, workers' compensation, unemployment, new hire processing, and separation of employment procedures; high level of comfort and familiarity with Microsoft Office (Word & Excel), MUNIS, Gmail, and internet; comfortable with vendor websites for enrollments, cancellations, and updates; strong organizational skills with particular attention to details.

Education, or certifications: High school diploma or GED required, associate's degree in Human Resources or related field preferred. **Supervision:** Reports to Director of Personnel.

Job Environment: Majority of work is performed under typical office conditions. Has frequent contact with city department heads, employees, and the public. Errors could result in delays or loss of service, monetary loss, and legal ramifications.



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Physical Requirements: The physical demands of this position are similar to any typical office environment, which involves sitting for long periods and using office equipment including a computer and telephone. While performing the duties of this job, the employee is frequently required to stand, sit, and use hands. The employee is occasionally required to walk, reach with hands and arms, and talk or hear.

The employee must occasionally lift and/or move up to 20 pounds. *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 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.*

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Fair Labor Standards Act (FLSA) status: Exempt

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

Pay rate: \$36,438-\$44,267

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

Please send a letter of interest and resume to: personnel@holyoke.org