



**JOB POSTING – August 20, 2024
DEADLINE- Until Filled**

Job Title: Principal Clerk/Stenographer

Department: Public Works

Reports to: Director of Public Works

Job Summary:

The Principal Clerk/Stenographer performs a variety of detailed clerical work and bookkeeping of a highly responsible nature as well as other related work within a small administrative office that requires confidentiality, discretion and autonomy.

Supervisory Responsibilities: None

Supervision: Works under supervision of the General Superintendent of the Department of Public Works and the Office Manager.

Duties/Responsibilities:

- Perform administrative duties within the office of the Department of Public Works, demonstrating a full understanding of departmental functions.
- Answer, screen, and direct incoming multi-line calls to appropriate departments and individuals, while attempting to resolve complaints and providing general information.
- Greet visitors and customers at Public Works, ensuring their needs are promptly addressed. Interact daily with residents, elected officials, staff and other members of the public.
- Work with residents to create payment plans and help maintain the payment plan tracking system.
- Collect payments from customers for sewer billing, DPW permit fees, refuse disposal charges, parking permits, and other related accounts receivables using a cash drawer and credit card system.
- Scan checks and handle general accounting of funds with particular attention to detecting and correcting errors.
- Create and maintain a parking management system.
- Generate fueling station invoices and ensure receipt by department heads.
- Processes requisitions/purchase orders for the Engineering division.
- Responds to refuse, recycling, and yard waste collection inquiries and complaints. Documents and makes referrals to the Refuse Foreman and Recycling Supervisor when necessary.

- Perform various clerical duties, including opening and sorting incoming mail, preparing correspondence and envelopes for outgoing mail, scanning and digitizing files.
- Demonstrate strong communication skills, both verbally and in writing.

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 best office practices and procedures
- Ability to take direction from Supervisors and execute recommendations
- Excellent phone skills including the ability to handle disgruntled customers in a courteous manner
- Proficient in Microsoft Office to include Word & Excel, MUNIS, GMAIL, and CWSA software.

Preferred Skills/Abilities:

- Bilingual English-Spanish speaking preferred.

Education, certification, licensure, or other similar requirements:

- At least two years of experience in general clerical work, or any equivalent combination of education and experience.
- High school graduate or GED, including or supplemented by a standard course in typing and stenography
- two years' experience in responsible office and clerical work including some supervisor experience; or any equivalent combination of education and experience.
- A valid Massachusetts Driver's License.

Job Environment:

- General office conditions; the workload is subject to seasonal and weather-related fluctuations.
- Has access to department-related confidential and/or sensitive information.
- Errors could result in delay or loss of services, personal injury to others, damage to building and equipment, and significant monetary loss and/or legal repercussions.

Physical Requirements:

- This position is regularly required to sit, talk, and hear; uses hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms as in picking up paper, files, and other common office objects.

- Employee may occasionally lift and/or move objects weighing up to 40 pounds.
- Vision and hearing at or correctable to normal ranges.

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: \$ 51,264.92 (minimum) up to \$ 55,319.66 (maximum) per year (PS-13, Local 424)

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

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