



**Job Posting– July 28, 2020**  
**Deadline- August 4, 2020**  
**Full-Time Principal Account Clerk/Stenographer**  
**Department of Public Works**

**Position 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.

**Essential Functions:**

- Performs administrative duties within the office of the Department of Public Works requiring full knowledge and understanding of departmental functions;
- Participates in the collection of their own individual cash drawer and electronic payments, as well as the scanning of checks and assisting customers with the credit/debit card machine, and the general accounting of those funds with particular attention to the detection and correction of errors; Strong communication skills both verbally and written;
- Frequently contacts contractors, public utility companies, governmental agencies, city departments and the public in relation to functions associated with the Department of Public Works;
- Prepares agendas and correspondence for the Board of Public Works meetings;
- Processes permit applications and the issuance of such permits; Receives public sewer billing complaints and the approved adjustments.
- Responsible for preparing reports for the General Superintendent, Board of Public Works as well as the City Auditor on sewer use billing, refunds, adjustments, insufficient checks and collections.

*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.*

**Knowledge, skills, and abilities required:** 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, CWSA software and internet access. A valid Massachusetts Driver's License

**Education, certification, licensure, or other similar required:** 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.

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

**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 here are representative of those that must be met by an employee to perform successfully the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Employment Status & Hours:** Regular Full Time, 35 hours per week (Monday – Friday, 8:30 a.m. to 4:30 p.m.)

**Fair Labor Standards Act (FLSA) Status:** Non-Exempt

**Pay Rate:** Between \$42,493.95 (minimum) to \$46,315.80 (maximum) annually, paid biweekly (Grade PS-10, UPSEU)

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

Please respond by EMAIL ONLY to include *letter of interest and resume* to:

[Personnel@HOLYOKE.org](mailto:Personnel@HOLYOKE.org)

**NO PHONE CALLS OR WALK-IN INQUIRIES**

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