



Job Posting– November 24, 2020
Deadline- Open until Filled
Full Time-Head Clerk
Office of Planning & Economic Development

Position Purpose:

Performs skilled administrative clerical work in support of the Office of Planning and Economic Development, the Licensed Board, the Conservation Commission, and the Planning Board; performs all other related work as required.

Essential Functions:

(The essential functions or duties listed below 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.)

- Reports to the Director of Planning and Economic Development or his designee.
- Provides customer service by answering questions both in person or by telephone; provides information requested in order to allow the public as well as other offices to obtain the information needed as quickly as possible, or to refer them to the proper person so they may obtain the needed information; updates department website as necessary.
- Performs clerical assistance for all staff; prepares and types forms, letters, memoranda, correspondence, reports, various types of documents; proofreads typed material for grammatical accuracy, proper format, and completeness.
- Interviews persons seeking information or making applications for permits / licenses requiring interpretation of state or department policies and regulations.
- Attends various board meetings of the License Board, Conservation Commission, Planning Board, Historical Commission, Board of Appeals, HEDIC and HRA; schedules meetings and hearings; composes and posts agendas and notices; prepares all informational packets for members; drafts and distributes meeting minutes; drafts decisions, letters, and other correspondence; posts information on the website as necessary. Meetings are occasionally held during evening hours.
- Tracks filing dates and statutory requirement due dates in compliance with necessary laws; enters information into database as necessary; compiles lists of data or information; transfers or posts information to records and retrieves information or data from files.
- Maintains records and files; investigates records, files or other information resources to obtain necessary information.
- Processes and issues licenses and permits; collects fees and payments and logs them in ledger.
- Prepares vouchers, requisitions, purchase orders, inventories supplies, and the like when needed.
- Administers special projects as assigned and provides project support for staff as needed.
- Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

Associate's Degree or advanced technical education; two to three years of progressively responsible office experience; or any equivalent combination of education and experience. Bilingual preferred (Spanish/ English).

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of office procedures, practices, office equipment and terminology. Knowledge of applicable Massachusetts General Laws. Knowledge of business English, spelling, and math. Working knowledge of departmental operations as they relate to other city departments and offices.

Ability: Ability to organize time and to work independently and accomplish tasks. Ability to maintain detailed statistics, records, and clerical records. Ability to deal effectively and tactfully with the public. Ability to maintain confidential information. Ability to compose correspondence and to prepare, type, and proofread reports as to form and logic flow. Ability to communicate effectively with the public, coworkers, other



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employees, other departments, officials, and other agencies. Ability to maintain accurate records. Ability to handle multiple tasks efficiently.

Skill: Superior administrative and secretarial skills. Expertise and skill in utilizing personal computers, popular word processing, database, and spreadsheet applications. Proficiency in MS Word and Excel; Excellent customer service skills. Excellent written and oral communication skills as well as organizational skills. Ability to speak English and Spanish is preferred. Skill in all of the above listed tools and equipment.

Physical Requirements:

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

Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files, building plans weighing up to 10 pounds, and other common office objects. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed.

Supervision:

Supervision Scope: Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of considerable judgment to independently complete assigned tasks, analyze the facts or circumstances surrounding individual problems in situations not clearly defined by precedent or established procedures.

Supervision Received: Works under the general direction of the Director of Planning and Economic Development; only unusual situations or questions are referred to supervisor.

Supervision Given: None.

Job Environment:

- Work is performed under typical office conditions; the noise level is moderate.
- Operates computer, facsimile machine, copier, typewriter, and other standard office equipment.
- Makes frequent contacts with the general public, other city employees, various organizations seeking information and developers. Contacts are in person, in writing, by email, and telephone and involve an information exchange dialogue.
- Has access to department-related confidential information including executive session minutes.
- Errors could seriously cause confusion and delay of service.

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

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

Pay Rate: \$20.19-21.46/hourly (\$36,745.80 - \$39,057.20/annually) (NAGE Local R1-180)

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

To apply, please send resume & letter of interest to: Personnel@holyoke.org

The City of Holyoke is an equal opportunity employer and does not discriminate because of age, ancestry, color, creed, disability, ethnicity, family status, gender, genetic information, marital status, military status, national origin, political affiliation, pregnancy, race, religion, sex, sexual orientation, veteran status, or any other legally protected category. Bilingual applicants are especially encouraged to apply.

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