



JOB POSTING

October 16, 2023 - Until Filled

INTERNAL FOR THE FIRST 7 DAYS

Job Title: Principal Clerk **Department:** Assessor's Office

Reports to: Deborah Brunelle, Chief Assessor

Job Summary: Performs administrative and clerical duties related to the functions of the Assessor's office.

Duties/Responsibilities: Provides customer service by answering questions in person, email and telephone, and taking messages as needed. Provides information requested or refers to the appropriate entity. Performs tasks in Enterprise ERP (MUNIS) such as Motor Vehicle Abatements and related reports. Provides clerical assistance including letters and reports. Handles mailing and sorting. Maintains records and files. Performs varied duties requiring knowledge of departmental functions and operations. Exercises sound judgment to complete tasks and analyze facts surrounding individual problems.

Required Skills/Abilities:

- Knowledge of office procedures, practices, office equipment, and terminology.
- Knowledge of business English and math
- Ability to maintain a variable workload
- Ability to make complex mathematical calculations
- Ability to maintain statistics and accurate records
- Ability to maintain confidential information
- 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
- Skilled in using a computer and proficiency in MS Word, Excel and Google Suite
- Excellent customer service skills
- Excellent written and oral communication skills.
- Knowledge of Enterprise ERP (formally MUNIS) (preferred)

Education, Certification, Licensure and Experience: High school graduation or GED; At least two years of experience in a business office, or any equivalent combination of education and experience. Bilingual / Spanish preferred. Associate's degree in related field preferred.

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: \$ 20.3924 (minimum) up to \$ 21.4849 (maximum) per hour (Grade S-11, 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