



Job Title: Clerk II
Department: Office of the City Treasurer/Collector
Hours: Monday 8:00 AM – 7:00 PM Tuesday-Thursday 8:00AM – 5:00 PM Friday's 8:00 AM-12 PM
Salary: \$23.41 - \$25.94 per hour, plus excellent benefits.
Contract: Union position.

THE CITY OF REVERE:

The City of Revere is a thriving, fast growing, and vibrant City. Revere has become one of the most desirable cities in the region to both live and work. The City of Revere envisions a municipality that fosters a more welcoming, nurturing, and inclusive government that invests in staff success and development. The City of Revere envisions a municipality that is governed for and by its people, by building and maintaining representation reflective of our community at all levels within the organization. Representation will encompass diversity in culture, thought, experiences, abilities, gender, sexual orientation, age, socio-economic status, veterans' status, etc. Due to its distinctiveness, the City of Revere is a wonderful place to work, with great benefits, salaries, incentives, and most importantly, the opportunity to serve its residents and grow professionally in the fascinating world of public service. Creating and sustaining a culture in City Hall to ensure that residents across the city feel the government is more responsive to their needs and concerns, is an entity that they can trust, and are accountable to all is critically necessary.

DESCRIPTION:

Responsible for the various and diversified functions of the Office of the City Collector. Provides administrative support to the City Treasurer/Collector. The person in this position will work under the general supervision of the City Treasurer/Collector in strict accordance with the Massachusetts General Law and the Revised Ordinances of the City of Revere. The position performs routine to complex administrative and customer service functions assisting the City Treasurer/Collector through the Collection of Real Estate Taxes, Excise Tax, Personal Property Taxes and Water Bills. The incumbent works under the general supervision of the City Treasurer/Collector and the Assistant City Collector following department rules, regulations, and policies to complete assigned tasks according to a prescribed time schedule, works independently and turns to the City Treasurer/Collector for guidance.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended as illustrations of the various type 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 logically assigned to the position.

- Performs general office work, including but not limited to answering the telephone, typing, e-mailing, filing, sorting, and delivering the mail, and assisting customers at the counter.
- Strong Customer Service skills, dealing with the public
- Balance Daily collections and reconcile your own cash draw
- Performs other related duties as assigned.

QUALIFICATIONS:

- High school diploma or equivalent required. Associate's or Bachelor's degree preferred.
- At least four (4) years of related clerical or customer service experience preferred.
- Ability to speak Spanish is preferred.

KNOWLEDGE, ABILITY, AND SKILLS:

Knowledge:

- Proficiency with Microsoft office products (Excel/Word/Outlook) is required
- Candidate will be expected to learn standard operating procedures utilized by the City Collector's Office
- Knowledge of personnel and business management techniques; knowledge of accounting and record keeping techniques.
- Knowledge of MUNIS Software for Collections

Abilities:

- Ability to manage confidential information
- Ability to adapt to change without impacting productivity
- Ability to find innovative ways to solve problems
- Ability to be self-motivated and work independently

Skills:

- Skilled at developing and maintaining interpersonal relationships
- Strong verbal and written communication skills.
- Possesses strong time management and organizational skills.
- Bilingual is a plus.

PHYSICAL ENVIRONMENT

Work is primarily performed in an office environment. The work involves sitting, standing, walking, and stooping. The employee may be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds. Daily interaction with the public in-person, by phone and or email communications as required. Communication with the public requires considerable patience, courtesy, and discretion in an impartial manner. Work frequently involves dealing with difficult people in high pressure and/or conflict situations.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for

employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should apply online by Friday, September 20, 2024. The application must be submitted via the City's [Online Application Portal](#). Please submit a resume, cover letter and salary requirements with your application. If you have any questions, feel free to contact us at: jobs@revere.org.