



Job Title: Clerk I
Department: Elder Affairs Department
Hours: Monday – Thursday 8:15 AM – 5:00 PM, Friday 8:15 – 12:15 PM.
Salary: \$21.78 – \$24.14 per hour plus benefits. This is a union position.

DEFINITION:

The staff member is responsible for the various functions in support of the Elder Affairs Department. Employee works under the general supervision of the Director of Elder Affairs. The position performs routine to complex administrative and customer service functions assisting at the Senior Center.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below is intended 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 logically assigned to the position.

- General office work, including but not limited to answering the telephone, preparing responses to constituent requests, picking up the mail at City Hall, sorting and delivering the mail, and assisting customers at a counter.
- Answers phone calls and emails from constituents. Assists with bills and purchase orders.
- Regular and ongoing professional interactions with the public as a representative of the City of Revere.
- May assist with special projects as directed.
- Assist the public, city departments and elected officials by furnishing routine information.
- Performs other related duties as required.

SUPERVISION RECEIVED:

Works under the general supervision of the Director of Elder Affairs following department rules, regulations, and policies to complete assigned tasks according to a prescribed time schedule, works independently and turns to the Elder Affairs Department for guidance.

QUALIFICATIONS:

- Revere residency preferred
- One to three (1-3) years of general office, administrative and/or customer service experience or any equivalent combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.
- Associate's or bachelor's degree preferred.
- Ability to speak Spanish preferred.

KNOWLEDGE, ABILITY, AND SKILLS:

Knowledge:

- Candidates will be expected to learn standard operating procedures utilized by the Elder Affairs department.
- Knowledge of general office skills and administrative processes.

Abilities:

- Ability to exercise independent judgment and maintain confidentiality.
- Ability to deal effectively, tactfully, firmly, and appropriately with the public (especially seniors).
- Ability to communicate effectively both verbally and in writing.
- Ability to follow written and oral directions and instructions.
- Ability to process accurate data entry records.
- Ability to formulate excel spreadsheets to analyze data.
- Ability to work effectively in a fast-paced environment.
- Ability to multitask in a fast-paced environment.
- Ability to lift or move up to 35 lbs.

Skills:

- Skilled in using automated systems and the Microsoft Office suite of products.
- Computer operation, automated data processing and software skills.
- Creative thinking, listening and problem-solving skills.
- Accuracy and attention to detail is required.

WORK ENVIRONMENT

Work is performed primarily in office conditions during regular business hours. 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. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job.

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 at www.revere.org/jobs. Please submit a resume, cover letter and salary requirements with your application.