



Job Title: Clerk
Department: Health and Human Services
Hours: Monday – Thursday 8:15 AM – 5:00 PM, Friday 8:15 – 12:15 PM.
Salary: \$19.94 - \$23.72 per hour plus benefits. This is a union position.

DEFINITION:

The staff member is responsible for the various functions in support of the Office of Health and Human Services. Employee works under the general supervision of the Director of Public Health. The position performs routine to complex administrative and customer service functions assisting the Director of Public Health.

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, sorting and delivering the mail, and assisting residents.
- Answers phone calls and emails from constituents.
- Regular and ongoing professional interactions with the public as a representative of the City of Revere.
- May assist with special projects as directed including, but not limited to
 - Vaccine clinic organization and registration
 - Emergency preparedness deliverables
 - Board of Health meetings
- 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 Public Health following department rules, regulations, and policies to complete assigned tasks according to a prescribed time schedule, works independently and turns to the HHS Administrative Assistant and Director of Public Health 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:

- Candidate will be expected to learn standard operating procedures utilized by the health and human services 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.
- 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 by Monday, November 1, 2021 at www.revere.org/jobs. Please submit a resume, cover letter and salary requirements with your application.