

City of Chelsea



Clerk Generalist

Salary: Grade 4 (\$32,468.92 - \$40,074.65)

Position Summary (job description next pages)

Under the general direction of the Director of ISD or his/her designee, position is responsible for providing moderately complex clerical functions; reception of customers and inquiries; perform various functions to maintain records as required in electronic database files. Organize and maintain thorough office records. Coordinate daily activities in assistance to department staff to maintain effective operations and file maintenance.

Qualifications

Education: High School graduate with training in business practices and standard office programs. Post-secondary education in office management, systems maintenance or related field beneficial.

Experience: three years of full time work of similar responsibility and interaction.

Preferred that work experience should include one year of experience which involved knowledge of building or health and sanitary codes. Two years of directly related post-secondary education can substitute for up to two years of the required experience. A combination of relevant education and experience will be considered.

Skills, Knowledge & Abilities: Capacity to maintain familiarity with rules and regulations affecting the functions of Inspectional Services. Solid knowledge in the use of basic office computer programs such as Microsoft Office Suite. Sound basic math skills and understanding of account maintenance & recordation. Must have good vision for reading the information-based data and system entries; reading applications from a variety of sources; and for general ability to recognize basic elements of building plans & support documentation. Must have good hearing due to the volume of contacts by phone and in the office. Significant regard for confidentiality and attention to detail. Must be patient and attentive in providing and receiving information from public and other agencies. Spanish language skill is strongly preferred.

Please send cover letter and resume to Human Resources Department, City of Chelsea, 500 Broadway, and Chelsea, MA 02150 or email jobs@chelseama.gov by October 25, 2016.

The City of Chelsea is an Equal Opportunity Employer

CITY of CHELSEA

POSITION DESCRIPTION

JOB TITLE: Clerk Generalist

DEPARTMENT: Inspectional Services

UNION AFFILIATION: SEIU Local 888

PAY CLASS/GRADE: 4

Summary Statement of Duties: Under the general direction of the Director of ISD or his/her designee, position is responsible for providing moderately complex clerical functions; reception of customers and inquiries; perform various functions to maintain records as required in electronic database files. Organize and maintain thorough office records. Coordinate daily activities in assistance to department staff to maintain effective operations and file maintenance.

Supervision Received: Department Head or designee

Supervision Exercised: None

ESSENTIAL JOB FUNCTIONS and DUTIES:

Maintain knowledge of City and data base programs sufficient to perform functions required to maintain and support departmental database files.

Maintain a working knowledge of basic obligations the department is responsible for as issuance of permits and fee schedules.

Receive applications and review to assure information complete.

Provide basic information as to department functions to the public; refer inquirers to other departments, as indicated.

Maintain and support department processes. Using current programs and technology in providing file maintenance; information retrieval; and data transmission, this would include such actions as scanning documents and correspondence; scheduling actions to be taken, recording complaints and filing to ensure accurate electronic record retrieval, collect fees.

Will perform basic clerical functions of the department; data entry, typing, filing, phone answering, perform general mailings.

Related duties within classification.

Maintain awareness of deadlines and perform actions timely.

OTHER DUTIES & RESPONSIBILITIES:

Support staff of the 5YR Certificate of Habitability Program: Scheduling, Mailings and Reporting.

QUALIFICATIONS

Education

- High School graduate with training in business practices and standard office programs. Post-secondary education in office management, systems maintenance or related field beneficial.

Experience

- Three years of full time work of similar responsibility and interaction.
- Preferred that work experience should include one year of experience which involved knowledge of building or health and sanitary codes.
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- A combination of relevant education and experience will be considered.

Skills, Knowledge & Abilities

- Capacity to maintain familiarity with rules and regulations affecting the functions of Inspectional Services.
- Solid knowledge in the use of basic office computer programs such as Microsoft Office Suite.
- Sound basic math skills and understanding of account maintenance & recordation.
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