

POSITION DESCRIPTION

Town of Winchendon, MA

DPW Clerk

Summary:

Performs skilled secretarial, customer service, and administrative support work in assisting the Executive Assistant and Director of Public Works; all other related work as required. This position is in a collective bargaining unit.

Supervision:

Position works under the direct supervision of the Executive Assistant and Director following established procedures of the department. Requires the ability to assist with daily operations and to independently complete assigned tasks in accordance with prescribed time schedules.

Work Environment:

- Work is performed under typical office conditions with frequent interruptions.
- Operates computers, printer, and other office equipment, such as calculators, copy machine, fax machine, scanner, and telephone.
- Makes frequent contact with the general public, in person and by telephone, and with employees of other Town departments and Town officials.

Essential Functions:

The essential functions or duties are intended as illustrations of various types of work that is performed. The omission of specific statements of duties does not exclude the duties from the position if the work is similar, related, or a logical assignment to the position. The position functions as a part of the overall municipal team to ensure effective and efficient municipal operations.

- Answers questions and furnishes information, in person and by telephone, to the general public, contractors, property owners, and others regarding operations and activities of the Department of Public Works.
- General duties include but are not limited to: customer service (telephone and in person), filing, clerical duties, scheduling.
- Receives complaints and inquiries and responds appropriately; relays information contained in complaints, concerns, and inquiries to department head and staff; makes referrals as necessary.
- Willing to commit to a teamwork environment and work efficiently in the office setting.
- Performs other duties as required.

Recommended Minimum Qualifications:

Education and Experience:

Duties require knowledge of office administration, clerical practices, and automated office systems and procedures equivalent to high school and one (1) to three (3) years of related experience; or any equivalent combination of education and experience.

Knowledge, Ability and Skills:

- Knowledge of standard office procedures, practices, forms, and equipment.
- Ability to prepare routine correspondence and reports utilizing computerized applications, such as word processing, etc.
- Ability to understand, learn and explain policies and procedures and to apply such guidelines appropriately to different situations.
- Ability to prioritize multiple tasks and deal effectively with interruptions.
- Ability to perform work accurately and efficiently within deadlines.

Physical Requirements:

- Minimum physical effort generally required in performing duties under typical office conditions.
- Frequent interruptions to assist department staff and customers on the phone.
- The position requires regular lifting and carrying of files, documents, records, etc.
- The employee is often required to sit and/or stand in one place for an extended period of time.
- The position requires the ability to operate a keyboard and view computer screens for an extended period of time.
- May spend extended periods at terminal, at filing cabinets, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Specific vision abilities required by this position include close vision, distance vision, peripheral visions, depth perception, and the ability to adjust focus.

The Town of Winchendon is an Affirmative Action/Equal Opportunity Employer.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.