



# FITCHBURG

Massachusetts

## JOB POSTING

<b>Position:</b> <b>Principal Clerk</b>	<b>Department:</b> Senior Center/ Council on Aging 14 Wallace Avenue, Fitchburg, MA	<b>Supervisor:</b> Executive Director	
<b>Salary Range:</b> \$48,412 to \$69,264/Grade 6 (Hiring Range \$48,412 - \$53,844) Commensurate with Experience & Qualifications	<b>Hours:</b> Monday – Friday 8:30AM – 4:30PM FLSA Salary/Non-Exempt	<b>Civil Service:</b> No	<b>Union Affiliation:</b> AFSCME/Local 2034
<b>Posted:</b> May 25, 2023		<b>Deadline:</b> Posted until Filled; First consideration given to applications received on or by <b>June 9, 2023.</b>	
<b>Applications are accepted online ONLY. Please visit <a href="http://www.fitchburgma.gov">www.fitchburgma.gov</a> to apply.</b> Required application documents include a cover letter (Attn: Susan Davis, Director of Human Resources), resume and application. All documents must be received to be eligible for consideration.)			

*The responsibilities and duties listed below are illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

### **JOB SUMMARY**

The Principal Clerk is a public facing position which requires skilled administrative, technical, and financial work in supporting the activities of the Senior Center. Position is ideal for a detail-oriented, proactive individual who enjoys working with older adults, and can successfully manage multiple competing priorities and projects in an environment with frequent interruptions.

### **RESPONSIBILITIES AND DUTIES:**

Duties include, but are not limited to:

- Support the Director with the day-to-day operations of the center;
- Oversee all routine financial processes such as donations, deposits, petty cash, and requisition of departmental supplies, purchase orders, invoices, bi-weekly payroll and maintaining employee leave spreadsheets;
- Greet visitors, receive inquiries, and make social services referrals;
- Answer questions from the public, other departments, state agencies and staff in person by telephone or email;
- Prepare monthly newsletters, informational posters, calendars and promotional materials using platforms such as Canva, Microsoft Publisher, etc.;
- Manage and update department web page and Social Media websites;
- Assist Director with the coordination of volunteers including: recruitment, training, supervision, retention and recognition;
- Assist Director with planning, coordinating, promoting and setting up of various programs and events;
- Maintain confidential material with appropriate sensitivity as it relates to the members;
- Process incoming mail and assist with newsletter distribution;
- Process senior registration forms and distribute security fobs as needed;
- Provide coverage for programs and services in the absence of other staff;
- Complete special projects or other duties as assigned by the Director;



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### **Principal Clerk, Responsibilities and Duties continued:**

- Oversee operations in conjunction with other staff in the absence of the Director;
- Perform other duties as assigned.

### **QUALIFICATIONS, SKILLS and ABILITIES:**

- Must possess a strong aptitude for and proficiency in current computer technologies, with enthusiasm to quickly learn and master new applications/software. Tasks include simple data analysis using Excel, file management, creating materials using Canva and/or Publisher, managing Google calendars, and conducting online research for projects;
- Associate Degree/Certificate in Business or related field and three (3) or more years of full time administrative support experience in general business environment or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the position;
- Valid Driver's license;
- Strong working knowledge of standard office procedures and modern office equipment operation;
- Strong working knowledge of MS Office applications including but not limited to Word, Excel, Outlook and Access;
- Experience with MUNIS a plus;
- Must possess:
  - Genuine compassion, respect, and understanding of older adults, people with disabilities and people of various socio-economic status;
  - High level of accuracy and attention to detail;
  - Strong organizational and administrative skills, with ability to follow instructions and work independently in an environment with frequent interruptions;
  - High level of professionalism, honesty and good judgement;
  - Excellent customer service skills with the ability to use patience, tact and diplomacy to resolve issues with members of the public, vendors and other organizations and departments;
  - Professional verbal and written communication skills
- Demonstrate the required skills and the ability to perform all work assigned by successfully completing six (6) month probationary period;
- Must successfully complete pre-employment physical, drug screening and background check;
- Bilingual in English and Spanish preferred.

### **PHYSICAL COMPONENT RATED:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

#### **RATED: Light to moderate.**

Minimal physical demands are required to perform the essential functions of the position under typical office conditions. May be required to lift, push or pull office equipment or pick up objects weighing twenty-five (25) pounds or less. Duties require basic manual dexterity for activities such as moving objects, operating a telephone, personal computer and/or most other office equipment. Employee is constantly required to read documents and reports for understanding and routinely for analytical purposes. The employee may be required to determine color differences.

#### **The City of Fitchburg is an Affirmative Action (AA) and Equal Opportunity Employer (EOE)**

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