



CITY OF WATERTOWN

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THU NGUYEN

Temporary Human Resources Director

July 13, 2023
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POSITION VACANCY ANNOUNCEMENT

HEAD CLERK

DEPARTMENT OF PUBLIC WORKS

The Department of Public Works seeks qualified applicants for the position of Head Clerk. Under the general direction of the Superintendent of Public Works, this position is responsible administrative, financial and customer service duties supporting the operations and programs of the Public Works Department. Provides information and assistance pertaining to departmental policies and procedures to the public and city departments; and refers complaints to appropriate personnel. Receives and processes work orders for the department as well as new address requests. Provides extensive customer service to the public, contractors, and City vendors. Processes department payroll and maintains attendance records. Provides general office assistance; prepares departmental correspondence. Oversees the work of part-time office staff. Handles the more difficult customer service requests. Performs similar or related work as required, directed or as situation dictates.

Knowledge, Ability and Skills: Ability to work independently and prioritize tasks. Ability to organize and maintain records, and the ability to communicate effectively verbally and in writing. Ability to interact tactfully and appropriately with the public. This position requires excellent communication, interpersonal and organizational skills. High attention to detail skills. Proficient computer skills including data entry, and report generation utilizing a variety of software applications including Microsoft Office and MUNIS.

Qualifications: High School Diploma; three years of office experience; municipal or customer service experience preferred; Associate's Degree desirable; or an equivalent combination of education and experience.

Salary Range: \$50,712.12 – \$62,371.23/Annually, commensurate with experience, plus excellent benefit package.

To Apply: Candidates must submit a resume and/or cover letter, email to recruiting@watertown-ma.gov, fax: 1-617-923-8195, to be considered. We encourage applicants to review our other opportunities at <https://watertown-ma.gov/253/City-Employment-Opportunities>

Application deadline: Open until filled.

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER



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