



Job Title: Clerk II
Department: Assessor's Office
Hours: Part – time, 19.5 hours per week.
Salary: \$24.12 - \$26.72 per hour

DESCRIPTION:

Reporting to the Chair of the Board of Assessors, the Clerk II is responsible for performing general administrative duties for the City of Revere Assessors Office. The incumbent will respond to phone calls and emails and perform other related duties.

ESSENTIAL FUNCTIONS:

- 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 customers at a counter.
- Reviewing and processing motor vehicle excise tax abatements and statutory exemptions.
- Create reports and other documents as requested.
- Answers the public's questions in a courteous, respectful and professional manner.
- Records and reports on any resident complaints or concerns.
- Answers phone calls and emails to the department.
- Performs filing and other related administrative duties.
- Assists with scheduling and planning meetings.
- Handles complex issues and questions.
- Performs other related duties as required.

QUALIFICATIONS:

- Two to four (2-4) years of related experience; prior experience working in a municipal environment preferred.
- High school diploma or equivalent required. Bachelor's degree in business, accounting or similar field preferred.
- Ability to speak a second language preferred with special preference given to Spanish or Arabic.
- Previous experience with Patriot Properties AssessPro appraisal CAMA software a plus.
- Previous experience with Munis software a plus.
- Proficiency with Microsoft office products particularly Excel.

PHYSICAL DEMANDS:

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.

While performing the duties of this job, the employee is regularly required to use hands and fingers, required to lift boxes less than 30lbs. The employee is required to stand, walk, and occasionally run short distances. Specific vision abilities required by this job include close vision, distance and peripheral vision, depth perception, and the ability to adjust focus.

KNOWLEDGE, ABILITY, and SKILLS:

Knowledge

- Knowledge of the Massachusetts General Laws and regulations of the City of Revere policies, procedures, software, and hardware utilized by the Assessor's office.
- Knowledge of the City's geography and street locations.
- Knowledge of personnel and business management techniques; knowledge of accounting and record keeping techniques.
- Knowledge of Windows operating systems as well as common commonly used software such as the Microsoft Office suite of products including but not limited to Microsoft Word, Excel and PowerPoint.
- Knowledge of computer applications and use of the Internet, including printer use, and various browsers including Google Chrome as well as cloud software such as Google apps, Dropbox, etc.

Abilities

- Ability to learn new skills easily including new computer software.
- Ability to work effectively and accurately under pressure in a fast-paced environment.
- Ability to use office equipment such as telephones, copiers, scanners, fax machines, and printers, including basic troubleshooting.
- Ability to communicate effectively both verbally and in writing.
- Ability to work collaboratively with diverse teams, as well as establish and maintain effective working relationships with co-workers, patrons, community organizations, and other stakeholders.
- Ability to be customer-focused, friendly, able to handle situations with discretion and tact, takes initiative, is resourceful, and practices good judgment, both individually and as part of a team.
- Ability to adapt to change without impacting productivity.
- Ability to manage confidential information.

Skills

- Skilled at developing and maintaining interpersonal relationships.
- Strong verbal and written communication skills.
- Possesses strong time management and organizational skills.

PHYSICAL ENVIRONMENT:

Work is primarily performed in an office environment. The work involves sitting, standing, walking and stooping. The employee may be required to lift objects such as files, boxes of paper, office supplies and office equipment weighing up to 30 pounds. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job. With the compactness of space and accessibility, the need to respond to competing needs or resolve conflicts is frequently stressful. Equipment used includes personal computers, office machines, and audio-visual equipment.

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.

EQUAL OPPORTUNITY EMPLOYER:

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.