

CITY OF MEDFORD JOB DESCRIPTION

Job Title: Senior Clerk

Salary Classification: Union CAF-2 (\$24.39-\$26.77)

Position Summary: Skilled routine administrative assistant with strong customer service, organizational, and communication skills. The ability to multitask, take initiative, and work independently in a fast-paced environment. This individual will perform a variety of administrative functions, including but not limited to certifying voters and participating in the annual election process.

Department: Election Commission

Supervision: Works under the direct supervision of the Elections Manager

Duties and Responsibilities:

- Assists in the efficient operation of the office through the performance of various clerical functions.
- Provide exemplary customer service and problem resolution via phone, e-mail and in person communication.
- Certifying voters in the voter registration database.
- Opens all incoming correspondence and sorts according to priority.
- Processes and organizes various forms, applications, reports, and other types of information.
- Copies and distributes various reports and materials and may prepare materials for meetings.
- Provides general clerical assistance including correspondences.
- Performs other related duties as required.

Education & Experience:

- High School diploma or GED. Over two (2) years of experience in clerical, record keeping or related field. Additional years of relevant education substituted for years of experience.
- Experience in municipal, state, and federal elections preferred.
- Bilingual or Multilingual skills welcome.

Knowledge/Skills/Abilities:

- Knowledge of standard office practices, procedures, and equipment.
- Knowledge Elections laws, processes, and procedures.
- Excellent organizational and time management skills.
- Proficiency and accuracy in MS Office applications suite
- Must possess strong interpersonal and communication skills.
- Ability to be flexible with work schedule and to be available, as required, for early evening hours meetings and/or events, outside regular business hours.
- Problem solve and deescalate situations with members of the public.
- Establish and maintain relationships with diverse populations, organizations, and interests.

Abilities:

- Operate a personal computer and a variety of office equipment.
- Interact with the public and explain policies and procedures.
- Communicate effectively, verbally and in writing.
- Work effectively under time constraints to meet deadlines.
- Build and maintain relationships required to progress work.
- Solve problems efficiently and creatively within set constraints.
- Confidentially manage municipal and state level information, including birth dates, social security numbers and the like.
- Complete assignments in a timely and accurate manner.
- Examine, analyze, and evaluate facts and circumstances surrounding individual problems, situations, or transactions.
- Analyzing specific situations to determine appropriate actions.
- Respond with courtesy, tact and diplomacy when interacting with customers.

WORK ENVIRONMENT:

The work environment is in a standard indoor office environment. The noise level in the work environment is usually low to moderate.

ADDRESS ALL COVER LETTERS AND RESUMES TO

Human Resources Department
City of Medford – Room 204
85 George P. Hassett Drive
Medford, MA 02155

**Or send cover letter and resume with the job title in the
subject line to jobs@medford-ma.gov**

For the posting, please visit the City of Medford's website – www.medfordma.org

The City of Medford is an Equal Opportunity Employer. All applications will receive equal consideration regardless of disability, race, color, religion, creed, gender, sexual orientation, veteran status, and any other protected class status, in accordance with applicable. Residents of the City of Medford, Women, People of Color, Veterans and Persons with Disabilities are encouraged to apply.