

**HARWICH WATER DEPARTMENT
TOWN OF HARWICH**

196 CHATHAM ROAD
HARWICH, MASSACHUSETTS 02645
TELEPHONE: (508) 432-0304
FAX: (508) 430-7520

JOB DESCRIPTION

PRINCIPAL CLERK

Job Summary

He/She performs basic clerical tasks and other related office work. Meets and deals with public both in person and via telephone.

Level of Responsibility

He/She works under the supervision of the Superintendent, Controller and other office employees of a higher grade. Certain tasks may be performed independently, subject to review by supervisor.

Major Duties

1. He/She is the primary customer service contact for department. Answering and directing all customer inquiries by telephone, in person and electronically.
2. He/She will perform general office duties including but not limited to customer requests for service, account maintenance, database updates, maintenance and updating of departmental statistics for annual reporting, state laboratory reports and processing real estate transfers.
4. He/She will be responsible for receiving and distribution of all incoming mail as well as processing of all outgoing departmental mail on a daily basis.
5. He/She will be primarily responsible for management of seasonal accounts including intake, scheduling and all aspects of related tasks.
6. He/She will prepare daily scheduling of work orders for service requests and will process completed work orders accordingly.

7. He/She will be responsible for maintaining inventory, ordering, receiving and distribution of all office supplies for department.
8. He/She will be Board Secretary for the Board of Water Commissioners and be responsible for all related duties; work with Superintendent on agenda, record and prepare meeting minutes and distribute as needed. Meetings are held during normal business hours.
9. He/She may be required to assist with all aspects of customer billing.
10. He/She shall perform other duties as assigned or required.
11. He/She may be required to attend educational/seminars off-site.
11. As emergency situations arise, he/she may be required to staff the office/department as needed.

Minimum Qualifications

Good customer service skills, ability to work with the general public and pleasant phone manner. Candidate must have the ability to multi-task, remain calm in stressful situations as well as adapt to changing situations while maintaining flexibility.

Ability to perform basic clerical work involving judgment, accuracy and speed with minimal supervision. Good knowledge of correct English grammar, spelling, and punctuation.

Computer literacy is highly important. Knowledge of Microsoft Office is preferred.

Ability to work independently as well as a valued team member.

Experience and Education:

High School Diploma with a minimum of one year general office experience and possess the knowledge and abilities listed above.

Computer experience, preferably Microsoft Office; Word, Excel, Access and Outlook.