



**Worcester Housing Authority
40 Belmont Street
Worcester, MA 01605**

Position Title: Public Safety Assistant
Department: Public Safety Department
Status: Non-Exempt
Salary: \$19.57/hour

POSITION SUMMARY:

Provides administrative and clerical support to the Public Safety Department (PSD).

ESSENTIAL FUNCTIONS:

1. Provides clerical support to PSD Director, Assistant Director, and investigators, as requested.
2. Creates, maintains, and distributes various reports utilizing Microsoft Office products.
3. Duties include data entry, document scanning and filing, sorting and organization of mail and electronic mail, as appropriate.
4. Type and proofread documents, including reports, correspondence, forms, etc.
5. Serve as the customer service representative for the office, including answering the telephone, greeting and screening visitors, receiving, relaying, and responding to messages.
6. Create, organize and maintain files of record and correspondence of both a routine and confidential nature.
7. Translate as needed for PSD meetings with clients and translate documents.
8. Conduct all pre-investigation research as instructed using all databases and social media outlets available, and prepare file(s) for the investigator.

OTHER RESPONSIBILITIES:

1. Perform similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Must have a high school diploma or equivalent.
2. Strong organizational, interpersonal, and customer service skills.
3. Ability to work in a busy office environment, and respond professionally and courteously to constant interruptions in the workday.
4. Ability to read, write and speak English well; ability to understand and speak Spanish preferred.
5. Ability to maintain complete confidentiality.
6. Ability to work effectively in a fast-paced, busy work environment with a diverse population.
7. Ability to type, use office equipment, and quickly learn computer software programs.
8. Proficient in the use of Microsoft Word, Excel, Publisher, Outlook, and the internet.
9. Aptitude in conducting online research.
10. Aptitude for detail-oriented work.
11. Ability to receive, understand and follow oral and written instructions.
12. Ability to be relied upon to be available for work.