

POSITION TITLE: Principal Clerk

STATUS: Non-exempt

SALARY: \$21.8726/hour (AFSCME Union position)

POSITION SUMMARY:

The Principal Clerk provides critical administrative and clerical support for various departments within the WHA. Tasks include providing exceptional customer service to residents and staff, processing paperwork, drafting letters and documents, calculating and/or recertifying rents, organizing and managing files, making copies, answering telephone calls, and compiling data and information.

Specific daily tasks will depend on the department to which the Principal Clerk is assigned. However, all departments require a Principal Clerk to have a pleasant demeanor, strong organizational skills, attention to detail, and good computer and basic math skills. Bilingual (English/Spanish) speakers are preferred.

This is a unionized, full-time, fully-benefitted, onsite position in Worcester, MA (not remote). Normal business hours are 8:00 a.m. – 4:30 p.m., Monday through Friday.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. High school diploma or equivalent required; college degree preferred.
2. Minimum of two (2) years' experience working in an office environment.
3. Strong interpersonal communication and writing skills, including spelling and grammar.
4. High level of integrity; ability to maintain confidentiality.
5. Attention to detail; ability to multi-task while staying organized and working under deadlines.
6. Adept at using Microsoft Office products, specifically Excel, Word, and Outlook. Ability to quickly learn other software programs.
7. Excellent grasp of the English language (reading, writing, and speaking). Bilingual candidates (English/Spanish) preferred.
8. Competent with calculation of basic math functions including addition, subtraction, multiplication, division and the calculation of percentages.
9. Pleasant and calm demeanor, particularly under pressure. Superior customer service skills.
10. Ability to work independently in a fast-paced work environment with frequent interruptions.
11. Ability to work cooperatively and pleasantly with a diverse population.
12. Positive attitude and willingness to learn, be accountable, and strive for success.
13. Ability to be relied upon to be available for work.