



POSITION TITLE: Principal Clerk

STATUS: Non-exempt

SALARY: \$22.97/hour (AFSCME Union, Level 4)

ABOUT THE WHA:

At the Worcester Housing Authority (WHA), our mission is to enhance the Worcester community by creating and sustaining decent, safe, and affordable housing that champions stability and self-sufficiency for our residents. As the second largest housing authority in New England, widely recognized for our innovative and progressive programs, we're not just providing housing – we're building futures. We're looking for candidates who are mission-focused, goal-driven, and passionate.

The WHA is committed to developing and supporting a diverse, equitable, and inclusive community both inside and outside of the workplace. Representation is important; our clients come from all walks of life and, not unintentionally, so do our staff. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our agency stronger.

ABOUT THE POSITION:

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, greeting and assisting clients and visitors in person, on the phone, and via email, compiling data and information, preparing reports, supporting the needs of the assigned department, and similar duties, tasks, and projects, as assigned.

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 speakers are preferred.

This is a full-time (37.50 hours/week), fully benefitted, union position based in Worcester, MA (onsite - not remote). Normal business hours are Monday through Friday, 8:00 a.m. to 4:30 p.m., and may require occasional work outside of normal business hours to accommodate project work. The WHA offers a robust wellness and benefits package, including generous paid time off, opportunities for training and development, and participation in a pension program. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

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 good spelling and grammar.
4. High level of integrity and empathy; ability to maintain confidentiality and professionalism.
5. Attention to detail; ability to multi-task while staying organized and working under deadlines.
6. Adept at using Microsoft Office products, including Excel, Word, Outlook, and Teams. Ability to quickly learn other software programs.



7. Excellent grasp of the English language (reading, writing, and speaking). Bilingual candidates are preferred, particularly Spanish speakers.
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.

PHYSICAL REQUIREMENTS:

1. Ability to spend prolonged periods sitting at a desk and working on a computer.
2. Ability to spend occasional periods standing and walking, including climbing stairs, as well as balancing, stopping, kneeling, crouching, and/or crawling.
3. Ability to occasionally lift, carry, push, or pull up to 25 pounds with or without assistance and with or without the use of devices and/or equipment to assist in the lifting effort.
4. Ability to bend, handle materials and tools or equipment, and reach with hands and/or arms.
5. Work may be performed with or without reasonable accommodation to a known disability.