



# TOWN OF TEWKSBURY

TOWN HALL  
1009 MAIN ST  
TEWKSBURY, MASSACHUSETTS 01876-2796

HUMAN RESOURCES DEPARTMENT

(978) 640-4488  
FAX (978) 640-4302

## JOB POSTING

POSITION AVAILABLE: Senior Account Clerk (Veteran's Office)

QUALIFICATIONS: Candidate for this position should have a High School Diploma or equivalent and three (3) to five (5) years' experience in a clerical position dealing with the public, or an equivalent and relevant combination of education and experience.

Specific job qualifications are listed in the job description attached.

HOURS: 37.5 hours a week

SALARY RANGE: \$37,448 – 51,617

BENEFITS: Paid sick leave, vacation; contributory health dental and life insurance.

POSTING DATES: From: December 15, 2022  
To: Until Filled

TYPE OF POSTING: Internal and Open

Applications may be obtained online at [www.tewksbury-ma.gov](http://www.tewksbury-ma.gov) or at the Human Resources office at the Town Hall located at 1009 Main Street.

The Town of Tewksbury is an affirmative action equal opportunity employer.

This is an AFSCME Local 833 position Grade 1.

**Union members interested in applying should do so no later than December 22, 2022.**

# SENIOR ACCOUNT CLERK– VETERANS SERVICES OFFICE

(37.5 HOURS PER WEEK)

## SUMMARY:

Position provides administrative and clerical services to department head, maintains a variety of department information, receives telephone calls and visitors, maintains filing systems, assists in the preparation of budgets and reports, prepares a variety of correspondence, sets up meetings, schedules and coordinates appointments and gathers, duplicates and distributes information as necessary, assists in the development of programs for Veteran's activities and events.

## SUPERVISION RECEIVED:

The Senior Account Clerk works under the direction of the Veteran's Agent or his/her designee.

## SUPERVISION EXERCISED:

None noted.

## QUALIFICATIONS:

Candidate for this position should have a High School Diploma or equivalent and three (3) to five (5) years' experience in a clerical position dealing with the public, or an equivalent and relevant combination of education and experience.

### Required Skill, Knowledge and Abilities

- Must have knowledge of the operations of Town government
- Must have knowledge of Veteran's benefits or be willing to learn
- Must have knowledge of the basic office operations and practices
- Must have the ability and skill to deal with the public tactfully and effectively
- Must be able to compose memos, letters and other correspondence based on instruction.
- Must be able to use personal computers, computer equipment, and office software programs.
- Must possess the ability to listen, to exercise patience and to be flexible.
- Must be able to work independently.

### Essential Requirements

- Must be able to work under moderate noise level.
- Must have a high degree of manual dexterity.
- Must be able to lift, handle, and manipulate on occasion at least 30lbs., normally less.
- Must be able to communicate effectively in writing and orally in a clear and precise manner.
- Must have good stamina and not tire easily.



- Must have good vision to be able to distinguish printed data including numbers and allow the candidate to operate personal computer and office machines, (i.e. fax, copier and etc.).
- Must be able to sit for long periods of time.

**GENERAL DUTIES AND RESPONSIBILITIES:**

- Prepare and process Department Head's letters, memoranda, and correspondence of a public nature.
- Assist the Department Head in the preparation of the Department's Annual Budget.
- Prepare and maintain budgetary accounts; i.e. receivables, payable, and tracking of budgetary records.
- Maintain departmental filing systems.
- Schedule meetings and appointments for the Veteran's Agent.
- Complete intake forms and documents.
- Receive and process inquiries and complaints received, resolving as necessary, or routing to appropriate personnel for resolution, and answer telephones and greet customers.
- Make telephone calls to provide and gather information for the Veteran's Agent.
- Perform typing, filing, and copying functions; draft correspondence as requested for the Veteran's Agent per instruction.
- Perform other duties that the Veteran's Agent may assign.

THE ABOVE EXAMPLES OF DUTIES ARE NOT ALL INCLUSIVE BUT A  
GENERALIZATION OF THE DUTIES AND RESPONSIBILITIES RELATED TO THE  
VETERAN'S OFFICE