



Haverhill

Human Resources Department, Room 306

Phone: (978) 374-2357 Fax: (978) 374-2343

Denise McClanahan, HR Director – dmcclanahan@haverhillma.gov

Christina Carrie, HR Technician – ccarrie@haverhillma.gov

John DelRosso, HR Technician – idelrosso@haverhillma.gov

Bridget Panniello, Head Clerk/Floater – bpanniello@haverhillma.gov

September 22, 2026

Job # 2026-39

PLEASE POST
ANTICIPATED OPENING

POSITION:

Head Clerk (Civil Service positions)
Health & Inspectional Services

HOURS OF WORK:

Monday – Friday (8:00AM-4:00PM)
(35 hours per week)

SALARY:

\$846.09 - \$1,066.57 per week (new hires start at step one)
(According to City Clerks Group contractual salary)

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:

General knowledge of Health, Building, Zoning, Wiring and Plumbing operations and procedures in processing paperwork or answering telephone inquiries. Registration of all licensed contractors i.e. validating licenses, addresses, telephone numbers, company names, verifying certificates of insurance per Mass. State Law.

Preliminary review of all Electrical, Plumbing, Gas, Health and Building applications for permit. Process all applications for permit i.e. issuance of permit, typing, filing, cross-filing, submitting payments to Treasurer's Office, issuing Certificates of Occupancy/Inspection. Make available permits for inspector's review; record all results of inspections.

Handle telephone complaints and written complaints. Type correspondence, violation letters, letters of compliance, Business Certificates of Occupancy renewals, and reminders with related filing, mailing, and processing. Maintain fire scene reports if an electrical, plumbing and/or gas inspection was performed to determine cause of fire.

General knowledge of Mass State Code Books, City & State Ordinances. Answer telephone, general public and contractor's inquiries. Coordinate appointments, Common Victuallers inspections, inspections coinciding with permits the individual inspectors, contractors or homeowners. Schedule and maintain appointments for all inspectors. Receive and handle messages for Sealer of Weights and Measures.

Interact with other departments, for status of permits, violations, and general inquiries. Ability to operate general office machines, including fax machines, computer, two-way radios. General office filing and typing.



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Issue and maintain all records of all permits issued by Board of Health. Set up appointments with inspectors for rental permits, complaints and other various inspections and maintain these records. Other related duties as assigned by Chief Administrative Clerk and/or the Director or designee.

Perform data entry work in various computer software systems such as ViewPermit and SoftRight.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

QUALIFICATIONS:

High school graduate. Must have at least three (3) years of full-time or equivalent part-time experience in office work. Must be proficient in Microsoft Office products including Access, Word and Excel. Knowledge of ViewPermit and SoftRight software preferred. Ability to understand and successfully work with different computer software programs. Must be proficient in office technology. Accuracy and neatness are important in all aspects of this position. Bilingual skills preferred.

Must be willing to work on a variety of assignments and ability to multi-task responsibilities as needed. Ability to assemble items of information in accordance with established procedures. Ability to exercise discretion in handling confidential information. Must be articulate and work well with other staff and general public. Ability to establish and maintain harmonious relationships with others.

Applicants will be required to undergo a background check including CORI/SORI screening prior to appointment.

PHYSICAL REQUIREMENTS:

Ability to walk or stand continuously throughout the day. Frequent movement in and out of offices. Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Attendance is mandatory.

CLOSING DATE: OPEN UNTIL FILLED

APPLICATION IS AVAILABLE ONLINE AT:

www.cityofhaverhill.com/departments/human_resources/job_opportunities.php

Application can be saved and sent as attachment when applying online. Cover letter, application and resume should be sent to: CITY OF HAVERHILL HR DEPARTMENT AT HRD@HAVERHILLMA.GOV

PLEASE REFERENCE JOB # 2026-39

"The City of Haverhill is an AA/EEO/ADA Employer."