

**TITLE:** CLERK TYPIST (35 hrs)  
**LEVEL:** GRADE 5 \$12.84hr - \$18.26  
**DEPARTMENT:** COMMUNITY SERVICES

**FUNCTION:** Works as a Clerk/Typist for the Council on Aging (COA).

**SUPERVISION RECEIVED:** Works under the direct supervision of the Director of Council on Aging or his/her designee

**SUPERVISION EXERCISED:** None.

**RESPONSIBILITIES:** Utilizes the *My Senior Center* computer program to schedule and track pick-ups/drop-offs for Council on Aging passengers. Prepares schedules for each driver to ensure efficiency of route(s). Makes follow-up phone calls confirming appointments.

Maintains records for Durable Medical Equipment given to the Council on Aging and loaned out to elders/persons with disabilities. Maintains caller records.

Refers constituents to City departments and community agencies. Facilitates visitor traffic.

Takes and delivers phone messages for staff. Takes reservations for COA events and programs.

**EDUCATION AND EXPERIENCE:** Graduation from a high school or GED equivalent; experience with general office procedures such as typing, filing, data processing. Must be knowledgeable in Microsoft Office Suite and able to utilize computer programs such as My Senior Center and other tracking software.

**SPECIAL REQUIREMENTS:** Must have a Criminal Offender Record Information (CORI) check, mandatory by MGL Chapter 6 Sec. 172C.

**TOOLS AND EQUIPMENT USED:** Telephone; personal computer/laptop; copy and fax machines; typewriter; calculator.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet to moderately noisy.

**SELECTION GUIDELINES:** Formal application; rating of education and experience; oral interview and reference check; job-related tests may be required.

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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.