



**Title:** Clerk I  
**Department:** Short Term Rental Enforcement Office (STR)  
**Hours:** Monday – Thursday, 8:15am – 5:00pm, Friday, 8:15am – 12:15pm  
**Salary:** \$19.94 - \$22.09 per hour plus benefits. This is a union position.

**DEFINITION:**

The Short Term Rental Office Clerk is responsible for assisting in the administration of the Short Term Rental (STR) Enforcement program for the City of Revere. Duties include, but are not limited to:

**ESSENTIAL FUNCTIONS:**

- Successfully utilizes city software to manage STR registration for all STRs in the city.
- Successfully utilizes STR management software to track and monitor compliance to the new STR ordinance for the city.
- Accurately monitors payments which are done electronically.
- Writes and sends communications to registered STRs
- Writes and sends communications to suspected STRs who are not registered
- Notes potential non-compliant STRs to the Director for action.
- Performs some STR inspections, as directed.
- Answers the public’s questions about STR requirements
- Enters procurement and invoice requests for the STR office into city accounting software
- Tracks and reports STR data
- Help the director create new policies and regulations for the new STR Office.
- Other related tasks as required.

**SUPERVISION RECEIVED:**

The incumbent works as instructed and supervised by the Director of the STR Department. The incumbent is expected to be able to resolve conflicts that arise and coordinate with others as necessary.

**QUALIFICATIONS:**

- One to three (1-3) years of experience in a customer service or clerical role; or any equivalent combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential functions of the job.
- Revere residency strongly preferred.

- Experience with databases and online applications desirable.
- Excellent customer service skills and interpersonal skills.
- Proficiency in Microsoft Office programs, internet browsers, and other common software.
- Accuracy and attention to detail.
- Ability to climb stairs, stand for extended periods of time, and lift a minimum of 30 pounds.
- Ability to speak a second language preferred.

## **KNOWLEDGE, ABILITY, and SKILLS**

### **Knowledge**

- Candidate will be expected to learn the STR regulations of the City of Revere.
- Knowledge of the City's geography and street locations is a plus.
- Knowledge of personnel and business management techniques; knowledge of accounting and record keeping techniques.
- Some knowledge of housing code is a plus.

### **Abilities**

- Strong ability to utilize software to assess, analyze, and determine compliance of properties, after training.
- Ability to deal effectively, tactfully, firmly, and appropriately with the public.
- Ability to communicate effectively both verbally and in writing.
- Ability to follow written and oral directions and instructions.
- Ability to manage technology, both in-office and mobile.
- Ability to learn and perform inspection procedures.

### **Skills**

- Computer operation, automated data processing and software skills.
- Creative thinking, listening and problem-solving skills.

## **WORK ENVIRONMENT**

Work is performed primarily in office conditions during regular business hours. Daily interaction with the general public in-person, by phone and or email communications. Communication with the public requires considerable patience, courtesy, and discretion in an impartial manner. Work may occasionally involve dealing with difficult people in high pressure and/or conflict situations. Some work may also be required in the field. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job.

## **DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should apply online by Wednesday, October 28, 2020 at [www.revere.org/jobs](http://www.revere.org/jobs). Please submit a resume, cover letter and salary requirements with your application.