

ASSISTANT TOWN CLERK

Position Purpose:

The purpose of this position is to perform administrative and clerical work in assisting the Town Clerk in discharging the duties of the office; and all other related work as required. The Assistant Town Clerk is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Supervision:

Supervision Scope: Performs a variety of very responsible functions of an administrative and clerical nature requiring the exercise of moderate judgment to interpret guidelines and carry out assignments independently; work at this level requires a working knowledge of departmental operations, and local and state laws.

Supervision Received: Works under the general direction of the Town Clerk and according to applicable provisions of the Massachusetts General Laws. Generally sets own daily work plan and chooses between appropriate courses of action to achieve defined objectives; refers all unusual cases to supervisor. The Assistant Town Clerk functions as the Town Clerk in his/her absence. The position is subject to review and evaluation according to the town's personnel policy.

Supervision Given: None.

Job Environment:

Work is performed under typical office conditions; work environment is moderately noisy. Performs duties while being constantly interrupted during the day.

Operates computer, calculator, telephone, copier, facsimile machine, voting machines, and other standard office equipment.

Makes regular contacts with the public, town departments/boards/committees, political candidates, other municipal Town Clerks, and state governmental officials. Contacts are by phone, correspondence, and in person and may require persuasiveness and resourcefulness to influence the behavior of others.

Has access to department-oriented confidential information such as restricted vital statistic records, and information from executive session meetings.

Errors could result in delay, loss of services, have legal and/or financial repercussions, and cause adverse public relations for the department as well as the town.

Essential Functions:

(The essential functions or duties listed below 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.)

Responds to customer requests for information on all department operations and functions. Assists and answers questions of the general public, public officials, department heads and staff, in person and by telephone; receives complaints and responds to complaints appropriately; makes referrals as appropriate.

Maintains and updates census data using the State Voter Registration Information System. Registers new voters. Assists in the preparation of materials for all elections. Registers voters in person; ensures that all vote-by-mail voters are certified; sends out absentee ballots; verifies and certifies nomination papers; certifies signatures on state and local petitions; prepares lists of voters for candidates and for use at the polls.

Registers, indexes, maintains, and certifies vital records, including births, deaths, marriages; issues related licenses and collects fees. Types certified copies of records. Reports vital statistics to state on monthly basis.

Participates in compiling a variety of data and preparing reports for the Town Clerk, the Secretary of State, and the Registrar of Vital Records.

Performs secretarial duties for the Town Clerk and the Board of Registrars.

Records liens and releases under the U.C.C. Maintains, files, and issues business certificates. Receives, certifies, and records various legal documents including contracts, agreements, leases, bonds, takings, deeds, and all other papers and documents.

Assists in the taking of the Annual Census; mails out data to all residents; updates returned information and makes associated changes.

Issues local and state licenses and permits. Collects, records, and accounts for fees.

Assists the public with genealogical information.

Uses the Town Seal.

Regular attendance and punctuality at the workplace is required.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

High school education; a minimum of three years of experience in records management and/or experience in municipal government; or any equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge: Complete working knowledge of office administration, secretarial practices, financial record keeping and automated office systems and procedures.

Ability: Ability to establish and maintain effective and harmonious working relationships with town officials and departments, state agencies and the general public. Ability to communicate effectively in written and verbal form. Ability to maintain complex record keeping systems. Ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure. Ability to operate standard office equipment.

Skill: Skill in operating computers and applicable software applications. Excellent customer service skills.

Physical Requirements:

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. May spend a large portion of shift standing at the counter. Lifts/moves objects weighing up to 10 pounds. Files and types on a keyboard at a moderate speed. Communicates verbally and in writing. Manually operates all equipment.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)