

ASSISTANT TOWN CLERK

Position Purpose:

The purpose of this position is to provide responsible administrative, clerical and technical duties assisting the Town Clerk in the daily operation of the office as well as preparing for Town Meetings and elections. The Assistant Town Clerk assumes the role of the Town Clerk in his/her absence. Performs all other related work as required.

Supervision:

Supervision Scope: Performs a variety of responsible duties of a diverse nature requiring the exercise of judgment to interpret guidelines and carry out job duties independently; work at this level requires a working knowledge of departmental operations, Town bylaws and MA General Laws.

Supervision Received: Works under the general direction of the Town Clerk according to applicable provisions of the Massachusetts General Laws. Generally works independently and sets own daily work plan and chooses between appropriate courses of action to achieve defined objectives; refers all unusual cases to supervisor.

Supervision Given: Responsible for the supervision and performance of the entire office in the absence of the Town Clerk.

Job Environment:

Work is performed under typical office conditions; work environment is moderately noisy. Employee is required to attend occasional evening meetings, and is sometimes required to work after normal office hours. Employee works approximately three hours per week with an addition 15 hours during the month leading up to an election (average of 3 per year). May be required to cover additional hours during scheduled absence of the Town Clerk due to vacation or conference time.

Operates a computer using standard office software, State Census/Voter Registration System, State Vital Records System, and all other standard office equipment.

Has frequent contact with the general public, and regular contact with other town departments and officials, members of town boards/committees, and state officials. Contacts are primarily in person or by telephone and can involve discussing routine to complex issues and/or information.

Assists the public in person, by mail, email, fax or phone with all types of questions and needs in a timely manner.

Due to the variety of and access to confidential information processed by the Town Clerk's Office, the Assistant Town Clerk must respect and maintain a high degree of confidentiality, discretion and professional protocols.

Errors could result in customer inconvenience, delay and confusion, cause adverse public relations and have legal/financial repercussions.

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.)

The Assistant Town Clerk assists, supports and is mandated by law to assume the responsibilities of the Town Clerk in his/her absence.

Assists with the day-to-day operation of the town clerk's office. Has frequent contact with the general public and requires a high level of customer service. Answers phone, waits on counter, collects and records all money received. Work involves the ability to follow well-defined procedures. Performs routine duties of a clerical nature. Has access to department related confidential information.

Assists with preparations for town meeting and elections and record keeping of such events. ~~Responsible for~~ Assists with absentee ballots, in-office voting, testing of voting machines, set-up of polling place and other election related work. May also work at polls on Election Day.

Assists the Town Clerk in record keeping, maintaining and updating census data, voter registrations, vital records, and statistics and official municipal records. Assists with the annual town census and preparation of annual street listing. Accurately files permanent records and maintains record log where needed. Prepares and completes various forms and required reports with direction from the Town Clerk.

Issues annual dog licenses, sends late fee notices to dog owners and provides dog lists to Animal Control and Rutland Dispatch. Issues hunting and fishing licenses using State website. Issues certified copies of vital records of births, marriages and deaths. Issues Burial Permits and Death Certificates. Issues Business Certificates, raffle permits, and underground fuel storage permits.

Responsible for postings public meetings on website and in the office. Be familiar with Open Meeting Law, Conflict of Interest Law, and Public Records Law. Works with other departments to resolve issues.

Records permanent records of the town and issues certified copies of the same.

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

Recommended Minimum Qualifications:

Education and Experience:

Associate's Degree in business Administration, Government or related field; three (3) to (5) five years of related public sector/customer service experience; or any equivalent combination of education and experience.

Special Requirement:

Ability to attain Notary Public.

Knowledge, Ability and Skill:

Knowledge: Strong knowledge of how to research election laws, public record laws, campaign finance laws, town bylaws, land-use laws and all pertinent regulations. Complete working knowledge of office administration, financial record keeping and automated office systems and procedures. Maintains current knowledge of federal, state, and local regulations as they pertain to records maintenance and vital statistics. Position requires a working knowledge of MGL and Town Bylaws relative to vital statistics, elections, and parliamentary procedures.

Ability: Ability to prioritize multiple tasks and deal effectively with interruptions to meet deadlines, often under considerable time pressure. Ability to develop and implement guidelines, procedures and policies. Ability to analyze and solve problems. Ability to prepare routine to complex documents and reports utilizing computerized office applications including database management programs. Ability to interact effectively, tactfully, and with considerable discretion with a wide variety of individuals.

Skill: Excellent organizational, record keeping and communication skills. Excellent customer service skills. Skill in word processing, databases, and vital records software. Skill in all of the above references methodologies, equipment and systems.

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.

Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files, and other common office objects. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed. Tasks require the ability to exert light physical effort which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 25 lbs.).

(This 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.)