

## ASSISTANT TOWN CLERK

### **Position Purpose:**

Performs and supervises a wide variety of complex administrative and clerical duties under broad supervision of the Town Clerk. Trains and assists staff in office procedures. Acts with the authority of the Town Clerk in their absence. Performs all other related work as required.

### **Supervision:**

*Supervision Scope:* Performs varied and responsible functions requiring a thorough knowledge of all Town Clerk departmental operations and the exercise of judgment and initiative to interpret and work within guidelines, policies, procedures and practices. Works with town-wide issues.

*Supervision Received:* Works under broad supervision of the Town Clerk, following department rules, regulations, policies, State laws and Town bylaws, plans and performs operations, completes tasks according to a prescribed time schedule and legal requirements. Functions independently in processing and overseeing clerical and administrative aspects of the office, referring to the Town Clerk on proposed revisions or exceptions to policies.

*Supervision Given:* Provides senior-level functional guidance to other office staff within department. Schedules and supervises Election Officials and Tax Work-Off Program and participates in the development and conduct of their training. May serve as department head in Town Clerk's absence supervising staff.

### **Job Environment:**

Work is generally performed under typical office conditions; work environment is moderately noisy. Employee must be able to perform duties while being constantly interrupted during the day. Must be able to multi-task. May be required to work at polling places during elections.

Operates typical office equipment, computer, calculator, telephone, copier and facsimile machine. Additionally, tests voting machines, ballots and other standard election equipment, and electronic poll pads.

Provides professional service on a daily basis to the public, Town departments, boards/committees, and State agency officials, vendors, and outside agencies and organizations with a high degree of tact, diplomacy and confidentiality by telephone, in writing, and in person.

Has access to department confidential information including employee personnel records.

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.)*

Under the broad supervision of the Town Clerk, coordinates the clerical and administrative operations and functions of the Town Clerk's Office; assigns, coordinates and supervises work of staff; provides training and assistance and guidance as required; develops work procedures; manages overall office operations. Assumes all duties of the Town Clerk in accordance with MGL Chapters 73 and 451.

**Administrative and Customer Service:**

Creates and certifies records and documents; administers oaths to appointed/elected officials; signs payrolls and accounts payable vouches in the absence of the Town Clerk; accepts filings of marriage intentions, signs and issues marriage licenses. Certifies birth, marriage and death certificates; authorized to use the Town Seal and to execute documents that require the Town Clerk's certification.

Develops and implements changes in office procedures; updates and implements improvements to database programs, in collaboration with the Information Services Technology Department, to effectively index a variety of material and enhance the efficiency of access; complies with the Secretary of the Commonwealth, Public Records Division Records and the Retention Schedule for preservation, archiving, microfilming;

**Elections and Town Meeting:**

Prepares candidate and campaign finance packets for the Annual Town Election in collaboration with the Town Clerk and determines the schedule and deadlines in compliance with State election laws; provides information and guidance to the candidates running for Town Elected Offices for compliance with State laws and Town bylaws. Receive and review campaign finance reports from candidates and committees. Maintain campaign finance records for public inspection and post reports. Attends annual and special town meetings; assists in the preparation of town meeting materials and recording of minutes and actions taken including finalizing the Town Proceedings for certification each year; Certifies Town Meeting votes. Prepares and submits bylaw amendments to the Massachusetts Attorney General. Maintains official copies of approved bylaws and amendments, posts to website.

Assists in setting up polling locations; participates in interviews for new election workers and the preparation and conduct of election worker trainings; develops online surveys for 135 election workers to facilitate scheduling of trainings and workers for each election.

Participates in processing of vote by mail ballot applications, mailing of ballots and facilitates processes for vote by mail voters and in person early voting, while maintaining the confidential integrity of the voter's ballot. Works with office staff, on the evening before each election, to update voter information on the voter lists for all precincts. Must be available to work weekends during in person early voting periods for State elections.

Annual Street List/Census Administration/Voter Registration Administration:

Manages annual census mailings and responses. Updates resident and voter address records. Maintains the town street list database. Identifies inactive voters and maintains voter rolls. Coordinates census data with the State voter system. Processes voter registrations; maintains voter registration records, coordinates with the State Voter Registration System.

Provides senior-level functional guidance to other departments in response to inquiries regarding complex issues, procedures and events under the purview of the Town Clerk's Office; references Town Bylaws, State and Federal regulations, policies and procedures relevant to functions of the Town Clerk's Office; receives, reviews, posts and confirms meeting and hearing notices and compliance with the Open Meeting Law; maintains and documents decisions and minutes pertaining to decisions for permits/variances of the Board of Selectmen, Planning Board and Zoning Board of Appeals and issues certificates of no appeal of the decisions whether granted or denied; communicates deadlines, election results and other items of interest to the community by drafting news releases, sending them to the local media outlets, posting on the Town website and submitting documents for inclusion in the Town Manager's newsletter.

Vital Records, Licensing and Permitting:

Supervises and participates in the issuance of a variety of dog licenses, raffle and bazaar permits, business certificates (DBA filings); registers and certifies vital records within the online database, Vitals Information Partnership (VIP) of the State Department of Public Health, which streamlines and integrates the registration of vital events and processes amendments securely, across the Commonwealth and interfaces with hospitals, doctors, medical examiners and funeral homes; authorized as a burial agent for the Town Clerk's Office, to certify burial permits and other vital records also through this sophisticated, highly confidential and secure system.

Responds to requests for information, complaints or concerns in person, by phone, email, mail or fax from residents, the general public, public officials, department heads and staff appropriately and tactfully in a timely manner; Refers issues to the Town Clerk when appropriate.

Organizes and maintains a variety of records and files; conducts records searches in response to inquiries for genealogical information. Receives, tracks, and responds to Public Records Requests in a timely manner; Supervises and coordinates the assignment of daily and special work projects to subordinate clerical staff; trains and assists staff in office procedures as required; Supervises and participates in the preparation of purchase orders; makes purchases of supplies for department; compiles departmental data for inclusion in annual Town Report.

In collaboration with the Town Clerk, posts on Town and departmental website, departmental information, news articles, announcements, notifications, election results, as well as, the results of the votes on Articles of Town Meeting.

Accepts and records receipts of open meeting law packets, receipts of Conflict of Interest Law Summary and certificates of Online Ethics training and records these filings in compliance with State Laws; notarizes documents for the general public.

Performs similar or related work as required.

## **Recommended Minimum Qualifications:**

### **Education, Training and Experience:**

High School diploma required. Associate's Degree helpful; up to five years of experience in an administrative setting; or any equivalent combination of education, training and experience; municipal experience preferred.

### **Special Requirements:**

Notary Public, Justice of the Peace and Certified Municipal Clerk desired.

Driver's license required.

Evening/Weekend hours are required during elections and Town Meetings.

### **Knowledge, Ability and Skill:**

*Knowledge:* Thorough knowledge of the Federal and State statutes and town bylaws and regulations relating the responsibilities of a Town Clerk's office. Thorough knowledge of office procedures and practices. Working knowledge of office computer software programs and applications. General knowledge records management.

*Ability:* Ability to maintain confidentiality regarding personal information in compliance with State statutes, regulations and Public Record Law. 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 and tactfully in written and verbal form. Ability to maintain complex record keeping systems, operate a personal computer and demonstrate intermediate to advanced skill when using software programs for word processing, databases, spreadsheets and other office software. Ability to coordinate office tasks such as purchasing, payroll, recordkeeping, budget and accounts receivable and payable. Ability to prioritize multiple tasks, deal effectively with frequent interruptions, and at times, work under considerable time pressure.

*Skill:* Excellent customer service and interpersonal skills including the ability to interact tactfully and appropriately in person and on the phone, diffuse difficult situations and resolve conflicts; Sound judgment, decision making and analytical skills. Skill in operating computers and applicable software applications; proficiency in word-processing, database, statistical, financial and spreadsheet applications. Skill in operating a keyboard and calculator. Excellent written and verbal communication 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.*

Duties require the ability to exert moderate physical effort in sedentary to light work, but at times involve some lifting, carrying, pushing, and/or pulling of common objects and materials such as paper, files and voting equipment of some weight (up to 30 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Ability to stand, walk, sit, talk, listen and use hands

to operate office equipment, including keyboard and calculator at an efficient speed. Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Essential functions require close vision for regularly working with details, numbers and complex documents and view computer screens. Tasks require the ability to communicate orally.

*(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.)*