

## TOWN CLERK

### **Position Purpose:**

The purpose of this position is to perform administrative and supervisory work in the administration of federal, state, and local statutes, the maintenance of official municipal records, the issuing of various licenses and documents, and the administration of fair and accurate elections; and all other related work as required. The 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:* Exercises independent judgment and initiative in the planning, administration and execution of the department's services, in the interpretation and application of laws, regulations and procedures, and in the direction of personnel. Performs a variety of responsible functions in accordance with state statutes and local bylaws.

*Supervision Received:* Works under the policy direction of the Board of Selectmen and in accordance with all applicable Massachusetts General Laws and town bylaws. Employee functions independently referring specific problems to supervisor only where clarification or interpretation of town policy or procedure is required. The position is subject to review and evaluation according to the town's personnel policy.

*Supervision Given:* Has direct supervisory responsibility for one employee; supervises election workers and registrars during certain times throughout the year.

### **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, other town departments/boards/committees, political candidates, other municipal Town Clerks, and state governmental officials. Contacts are by phone, correspondence, and in person and require some persuasiveness and resourcefulness to influence the behavior of others.

Has access to department-oriented confidential information such as restricted vital statistic records, information from executive session meetings, and personnel records, requiring the application of appropriate judgment, discretion and professional protocols.

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.

Administers and maintains records of the oath of office for all town officials. May serve as Town Meeting Moderator in the absence of one. Prepares any secret or paper ballots under the direction of the Moderator. Attests to other elected officials' signatures. Attests to and maintains files of appointed and elected town officials. Serves as "Keeper of the Seal". Seals and attests, by signature, to by-laws, resolutions and contracts, easements, bonds, and other documents requiring town certification.

Serves as Chief Election Official. Plans, organizes, publicizes, conducts, certifies and prepares reports on all elections. Establishes, reviews and updates all election procedures, subject to statutory requirements. Prepares warrant for Selectmen's signatures. Prepares and issues publicity and mailings regarding election activities, schedules and locations. Recruits, trains, schedules and supervises election work. Supervises the set up of polling locations. Prepares and certifies official election results and related reports. Administers and is a member of the Board of Registrars.

Issues Open Meeting notices and meeting schedules. Informs the public of the access mechanism to governmental individuals, agencies, and action. Serves as a general information center to the public.

Serves as Public Records Officer/Licensing Administrator. Responsible for registering, indexing, maintaining, and certifying vital records, including births, deaths, marriages; issues related licenses and collects fees. Issues municipal and state licenses and permits including gas, electric, dog licenses. Maintains, files, and issues business certificates. Receives and records liens and releases under the U.C.C. Serves as the Custodian of official town records and public documents. Receives and files all claims and actions against the town. Maintains Conflict of Interest and Open Meeting Law release files on public officials. Files by-laws and resolutions to Town Meetings; submits by-laws to Attorney General. Performs certification and recording for the town as required on legal documents.

Manages census and voter registration activities. Arranges for and maintains the Annual Census. Hires census staff. Prepares and print Annual Street List. Issues press releases, advertisements, mailings and signs to inform the public of registration activities and schedules. Schedules registration sessions. Certifies voter signatures on nomination papers and petitions. Certifies voter status and issues absentee ballots. Prepares voter lists in various forms for use at election polls.

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:**

Associate's degree; a minimum of three years of experience in records management, data processing, and/or experience in municipal government including supervisory experience; or any equivalent combination of education and experience.

**Knowledge, Ability and Skill:**

*Knowledge:* General working knowledge of the state statutes and bylaws relating to the duties and responsibilities of the Town Clerk. General knowledge of the organization, operations, and procedures of local government. 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 establish and maintain complex record keeping systems. Ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure. Ability to prepare and administer budget and to prepare financial reports. 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.)*