

JOB TITLE: Senior Clerk
DEPARTMENT: Various Departments

GRADE: H-5
DATE: May, 2015

The following description is a general summary of responsibilities with some specific duties. It is not a total delineation of all duties nor does it limit the responsibilities to those stipulated. Position functions as a part of overall municipal team to ensure effective and efficient municipal operations.

DEFINITION:

Routine to complex clerical, computer and/or typing work; related work as required.

SUPERVISION RECEIVED:

Works under the direct supervision of the Department Head or designee

SUPERVISION EXERCISED: None

DISTINGUISHING CHARACTERISTICS:

Performs a variety of clerical duties with moderate degree of responsibility within departmental regulations, rules, policies and procedures with day to day guidance limited to cases of unusual problems. Interacts frequently with the public and other Town departments. The ability to detect errors, which may affect the work of others and cause inaccuracies with reports. Ability to work with the public and deliver a high level of customer service.

DESIRABLE QUALIFICATIONS:

Training and Experience: High school graduate, including basic knowledge of computers and word processing; one year experience in general clerical work; or any equivalent combination of education and experience.

Knowledge, Abilities and Skills: Working knowledge of business English, spelling and math. General knowledge of office practices and procedures. Skill in listed tools and equipment. Ability to interact with the public effectively and appropriately with respect and courtesy; customer service oriented.

EXAMPLES OF WORK: Included but not limited to:

Computer input; posting of customers accounts; researches customer's accounts. Types and/or inputs to a personal computer; forms, statements, letters, vouchers, reports, permits, licenses, or other materials from copy, rough draft, or general instructions.

Handles correspondence; answers telephones and provides information to the public, other departments, and others with whom the Town does business. Sorts and files various materials, maintaining records and systems. Errors of omission or commission may result in substantial cost due to inaccuracies in reports or basic records, resulting in the failure to maintain the desired standard of major municipal service.

Building Inspection:

Record keeping and filing including but not limited to scanning and electronic archiving; assists in managing electronic document database, responsible for answering telephones, taking messages; assists public in completing forms, processing and obtaining information; assist applicants with electronic applications; follows procurement/purchase order system and payment; implements systems, mailings and procedures as directed by supervisor; develops and maintains rapport with relevant external agents; provides contact with public to dispense archived document requests. Schedules and records inspection results. Assists in preparing documents for issuance of certificates and licenses.

Town Clerk/Animal Control Department:

Record keeping and filing; responsible for answering telephones, taking messages, collecting fees and/or fines for dog licenses, inputting of information into computer data base system; assists public in completing forms, processing and obtaining information, secures equipment and supplies, some specialized; follows procurement/purchase order system and payment; implements systems, mailings and procedures as directed by supervisor; develops and maintains rapport with relevant external agents; provides contact with public to dispense

vital statistic requests; types birth, marriage and death certificates, including marriage intentions, underground storage permits, business certificates; collects fines issued by the Animal Control Officer and Health Agent; assist as directed in the preparation for elections; assist public in filling out forms, researches specific issues as directed.

TOOLS AND EQUIPMENT USED:

Personal computer, including word processing, spreadsheet and data base software; mainframe computer terminal; 10-key calculator; telephone; copy machine; fax machine; postage machine; typewriter, document scanner.

PHYSICAL DEMANDS:

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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk and stand

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision distance vision, and peripheral vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed primarily in an office.

The noise level in the work environment is usually moderate but with high traffic

New: 1976
Revised: April 2000
Revised: August 2000
Revised: July 2010
Revised: May 2015