

JOB TITLE: Town Clerk
DEPARTMENT: Town Clerk

GRADE: P-7
DATE: September 2015

DEFINITION:

Administrative, supervisory and clerical work in connection with the recording of official Town records and the direction of election activities as well as the issuance of various licenses and official documents; related work as required.

SUPERVISION:

Works under the administrative direction of the Board of Selectmen, working from Massachusetts General Laws, municipal policies and objectives; individual establishes short-range plans and objectives, own performance standards and assumes direct accountability for department results; consults with Board of Selectmen only where clarification, interpretation, or exception to municipal policy may be required. The employee exercises control in the development of departmental policies, goals, objectives and budgets. The employee is also expected to resolve all conflicts, which arise and coordinate with others as necessary.

Has access to confidential information obtained from Vital Records during performance of regular position responsibilities, where the effect of any disclosure would be detrimental or where the full significance of the overall confidential matter would be apparent in the work performed.

Employee is accountable for the direction and success of programs accomplished through others. The Clerk is responsible for analyzing program objectives, determining the various work operations needed to achieve them, estimating the financial and staff resources required, allocating the available funds and staff, reporting periodically on the achievement and status of the program objective; and recommending new goals. The Clerk typically formulates or recommends program goals and develops plans for achieving short and long-range objectives; determines organizational structure operating guidelines and work operations; formulates, prepares and defends budget and manpower requests and accounts for effective use of funds and staff provided; coordinates program efforts within the unit and with other departments; delegates authority to subordinate supervisors and holds them responsible for the performance of their unit's work; reviews work in terms of accomplishment of program objectives and progress reports, approves standards establishing quality and quantity of work; and assists or oversees the personnel function, including or effectively recommending hiring, training, and disciplining of employees.

DISTINGUISHING CHARACTERISTICS:

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.

1. Works under the general direction of the Town Administrator for administrative departmental needs, but with duties and responsibilities as defined by the General Laws of the Commonwealth, the Town Charter and by-laws of the Town.
2. Manages and supervises assigned operations to achieve goals within available resources; plans and organizes workloads and staff assignments; trains, motivates and evaluates assigned staff; reviews progress and directs changes as needed.
3. Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control; prepares annual budget requests; assures effective and efficient use of budgeted funds, personnel, materials, facilities and time.

4. Determines work procedures, prepares work schedules, and expedites workflow; studies and standardizes procedures to improve efficiency and effectiveness of operations.
5. Performs complex work governed generally by broad instructions, objectives and policies, usually involving frequently changing conditions and problems.
6. Work involves public contacts, requiring technical knowledge and tact to obtain or to furnish information on matters of policy; to explain a municipal project or program to obtain assistance, support or acceptance; or to provide technical or related assistance.
7. Errors of omission or commission may result in substantial cost due to inaccuracies in reports or basic records or failure to maintain the desired standard of a major municipal service.
8. Work is performed under good to excellent working conditions in office or comparable occupations performed during a normal Monday through Friday workweek with minimal requirement for overtime services. Some evening hours are required.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended as illustrations of the various types or 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

EXAMPLES OF WORK: Including but not limited to

1. Signs and certifies Town by-laws, resolutions, contracts, reports and other documents and supervises their transmittal to appropriate officials; arranges for legal publications of by-laws and election notices.
2. Conducts municipal elections; distributes election supplies; serves as clerk of the Board of Registrars; supervises poll workers; tabulates and records election returns; Registers voters.
3. Maintains records on marriages, births and deaths. Issues certified copies of records as required.
4. Supervises the issuance of a large variety of Commonwealth, County and Town licenses and provides for adequate maintenance of associated records and the collection of fees.
5. Serves as custodian of Town records; records and files certain decisions and notices.
6. Conducts correspondence and answers inquiries by telephone relating to the activities of the office.
7. Administers oath of office to public officials.
8. Provides public records and information to citizens, civic groups, the media and other agencies as requested.
9. Attend seminars and workshops related to Town clerks' duties and responsibilities.

DESIRABLE QUALIFICATIONS:

Training and Experience: Associates degree in business management or records management or a closely related field and three to five (3-5) years of related experience.

Knowledge, Ability and Skills: Extensive knowledge of office practices and procedures; Thorough knowledge of modern records management techniques, including legal requirements for recording, retention and disclosure; Skill in operation of listed tools and equipment; Ability to accurately record and maintain records; Ability to establish and maintain effective working relationships with employees, other departments, officials and the public. Ability to communicate effectively verbally and in writing; Ability to plan, organize and supervise clerical workers and assigned staff. Ability to apply legal interpretations and precedents to current problems.

SPECIAL REQUIREMENTS:

Must be a certified Town Clerk at date of hire or within four (4) years of hire date; must be bondable; must be registered voter in the Commonwealth of Massachusetts; must have notary public certification within six (6) months of hire date.

TOOLS AND EQUIPMENT USED:

Typewriter, personal computer, including word processing, spreadsheet and data base software; mainframe computer terminal; 10 key calculator; telephone, copy machine; fax machine; electronic voting machine.

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.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENTS:

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. The noise level in the work environment is usually quiet to occasionally loud.

- Revised: February 1995
- Revised: November 2003
- Revised: December 2011
- Revised: September 2015