

JOB TITLE: Assistant Town Clerk
DEPARTMENT: Town Clerk
REPORTS TO: Town Clerk

DATE: August 2023
GRADE: C-5

SUMMARY

Responsible for the administrative technical support and supervisory functions of the combined office of Town Clerk, Board of Registrars and Elections.

ESSENTIAL FUNCTIONS

Functions as a member in overall municipal team to ensure effective and efficient municipal operations.

1. Assigns work and provides guidance to other department staff as needed in the completion of work assignments. Manages the current day-to-day operations of the Town Clerk's Office prioritizing assignments, and organizing workflow.
2. Serves as liaison to Town departments, residents, state agencies, and other outside organizations regarding vital records. Provides appropriate vital record information upon request such as genealogy requests, copies of marriage certificates, and various other Town documents. Issues dog licenses and permits. Receives payments. Reconciles monies received, prepares report, and forwards to the Treasurer's Office.
3. Maintains census and voter information. Prepares monthly report to the Registry of Vital Records & Statistics. Prepares certificates for adoptions. Makes corrections to files for death certificates, marriages and births, resident transfers, street addresses, etc. Conducts census research and produces reports as needed.
4. Oversees yearly census process to include: inputting returned data and updating existing information.
5. Coordinates the election process; registers voters; checks and updates voter lists; processes applications for absentee and early voting ballots; prepares ballot lists; schedules the poll workers for the elections; tabulates election returns; and maintains records of election results for Town and works with the Town Clerk to certify results before forwarding to the State.
6. Prepares for all Town Meeting actions and performs follow-up. Processes and maintains official records of Town Meetings (including minutes, Clerk's book, articles, legal notices, motions, etc.) and forwards to appropriate internal/external department. Prepares and submits with Town Clerk's signature, articles on zoning and/or general by-laws to the Secretary of State's Office, Attorney General's Office and others within given time constraint. Notifies various departments upon by-law approval. Prepares back-up information necessary on all borrowing related articles and distributes to Finance Director.
7. Maintains Town's official records. Acts as the custodian of records, plans and minutes of various Town offices. Maintains files of underground storage permits, pole locations, streets, traffic regulations, business certificates, zoning and town by-laws, articles accepted by Town Meeting, and other official documents. Provides for safe storage of all records.
8. Monitors revenues and expenditures to assist in the preparation of the Department's annual budget.
9. Receives payments for licenses and permits. Reconciles monies received, prepares report, and forwards to the Treasurer's Office.

OTHER RESPONSIBILITIES

- Acts as the Town Clerk, in the Town Clerk's absence.
- Swears in Board and Committee members and files copies for recording purposes.
- Assists other staff in the performance of department's functions, as needed.

Performs other position-related duties, as assigned.

QUALIFICATIONS

Minimum Training and Experience

High school graduate plus two years of technical school or junior college and three years' office experience; or any equivalent combination of education and experience. Requires working knowledge of computer applications including word-processing and spreadsheets. Prior experience in vital record maintenance and election procedure required. Prior supervisory experience preferred.

Knowledge, Skills and Abilities

Requires thorough understanding of state statutes and administrative rulings relating to the maintenance of vital statistics, voter registration and the conduct of elections. Requires knowledge of Massachusetts General Laws, the Walpole Town Charter and By-laws, including the legal implications of actions taken. Requires understanding of State government organization as well as Town organization. Requires excellent record-keeping skills. Must be accurate in data entry. Effective customer service and communication skills are required to address a wide-ranging public audience in person and in writing. Must have organizational/project management skills. Must have leadership skills to direct department staff in the completion of work assignments and to create a positive working environment. Requires the ability to work independently.

Tools and Equipment Used

Personal and mainframe computer, calculator, telephone, copier, postage machine and facsimile machine.

Physical Demands

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations to ensure that individuals with disabilities can perform essential functions are considered. While performing the duties of this job, the employee is frequently required to sit, talk or hear, use hands to finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand, walk, stoop, kneel or crouch. The employee must be able to lift and/or move up to 10 pounds and occasionally to 30 pounds. Requires close vision. Occasionally requires distance 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 to ensure that individuals with disabilities can perform essential functions are considered. Work is performed primarily in an office with normal office noise and traffic.

New: 1976
Revised: 1/96
Revised: 12/99-eff 7/00 (Classification Study)
Revised: 08/23

JOB EVALUATION SUMMARY

ASSISTANT TOWN CLERK

KNOWLEDGE

Work involves use of complex procedures associated with elections, registration, and vital records' maintenance. Requires basic understanding of municipal finance and budgeting. Requires general knowledge of Election MGL's and other major municipal functions and activities. Requires in-depth knowledge of departmental computer applications and a thorough understanding of word-processing and spreadsheet applications. Requires remaining current in the field of knowledge. The employee's knowledge is updated by attending conferences and the employee's reading of new regulations or journals and networking with others in the field. The updating of knowledge is self-directed. Requires knowledge of State organizational structure, and the general functions performed by the Secretary of State and Attorney General. Requires prior supervisory experience. Prepares correspondence, memoranda, letters and reports requiring formatting, and editing skills. May also compose non-standard correspondence and reports. Is recognized as a knowledge expert within the Town on the principles and procedures associated with the functional discipline. Provides support to others in understanding the policies, principles, and procedures associated with the discipline. Assists in the development of policies and procedures for the area. Requires operational ability with office equipment such as computers, adding machines, calculators, facsimile machine, telephone, copier, and postage machine.

INTELLECTUAL SKILLS/JUDGEMENT/COMPLEXITY

Requires considerable judgement to work independently and direct others in the resolution of both common and unusual problems. Routinely requires organizing and prioritizing the department's work, and adapting procedures to respond to peak work periods. Work requirements are varied and can be unpredictable. Gathers, interprets, and prepares data for studies, reports and recommendations.

INTERACTIONS WITH OTHERS/CUSTOMER SERVICE

Contacts are with a wide-ranging audience. Requires providing explanation, discussion and interpretation of what is required in order to provide service, plan, coordinate, or resolve operating problems. Contacts are with the general public, service recipients, and employees of outside organizations such as vendors. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with customers. Often required to deal with the most difficult customer issues and interactions. The employee serves as a spokesperson or recognized authority for the department or municipality in matters of considerable importance and therefore must have excellent verbal and written communication skills to ensure that information is conveyed clearly, and is not open to misinterpretation.

SUPERVISION RECEIVED

The employee is required to work independently. Guidance may not be readily available in the handling of day-to-day responsibilities.

SUPERVISION GIVEN

The employee in the position is considered a team leader providing guidance to others in the department in the handling of work assignments and responsibilities. Allocates work, defines priorities, and monitors performance.

ACCOUNTABILITY/INFLUENCE

Responsible for the accuracy, thoroughness, timely and cost effective completion of individual and group work. Often required to co-ordinate work with other individuals or departments. Errors in judgment can be difficult to detect. Consequences of error may result in significant cost, delay of service delivery, direct financial loss or potentially adverse legal repercussions. Problems/issues usually require the involvement of senior Town management to resolve and potentially State government staff. The position has influence over other departments.