

**TOWN CLERK  
ASSISTANT TOWN CLERK**

**DEFINITION**

Position is responsible for assisting the Town Clerk with official documents and licenses, as required by local bylaws and Massachusetts General Laws; retains official municipal records under general supervision of the Town Clerk. Assumes the designated duties and responsibilities of the Town Clerk, in the absence of the Town Clerk, pursuant to MGL c41, s19.

**ESSENTIAL FUNCTIONS**

*The essential functions or duties listed below are intended only as illustrations of the various type 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.*

- Records and maintains vital records and issues certified copies to the public;
- Assists in all aspects of elections, including registering voters, maintaining voting lists, absentee and early voting procedures;
- Assists with all aspects of the Annual Town Census;
- Updates and maintains computerized databases, filing, answering the telephone and providing general customer service to members of the public;
- Receives and records official Town documents;
- Processes collected monies for licenses, permits and copies for weekly turn-ins to the Treasurer/Collector's office;
- Processes dog and cat licenses;
- Tracks public meetings and notices, maintains hard copies;
- Processes state and local petitions and nomination papers, including certification of signatures;
- Assist public with genealogy research, including processing and issuing of birth, death and marriage certificates;
- Assumes function of Town Clerk when appropriate and necessary;
- Performs other related job duties as necessary.

**SUPERVISION RECEIVED**

Works under general supervision of the Town Clerk employee plans and prioritizes the majority of work independently, in accordance with standard practices. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly, or as directed by the Town Clerk. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with the Town Clerk.

**SUPERVISION EXERCISED**

The employee, as a regular and continuing part of the job, and may be assigned to lead other workers in

accomplishing assigned work, but generally performs non-supervisory work that is usually of the same kind and levels as is done by the group led. The employee provides on-the-job training to new employees; reports to the supervisor on disciplinary problems, performance and training needs of employees. Employee may be asked to provide general direction over part-time or contract employee or volunteers accomplishing special projects.

### **JUDGMENT**

The work involves numerous standardized practices, procedures, or general instructions that govern the work and in some cases may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

### **COMPLEXITY**

The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

### **NATURE AND PURPOSE OF CONTACTS**

Work interactions are constant with co-workers, vendors, the public, groups and/or individuals such as peers from other organizations, and representatives of professional and legal organizations. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance, including departmental practices, procedures, regulations or guidelines.

### **CONFIDENTIALITY**

The employee has regular access at the departmental level to a variety of sensitive and confidential information.

### **EDUCATION AND EXPERIENCE**

High school diploma or equivalent, and three to four years of related experience, or any equivalent combination of education and experience. Associates' degree in office procedures, business administration, government, or related field plus 2 years office experience, including working with the public would be preferred. Understanding of some Massachusetts General Laws is required to become proficient. Continuing education and training via State and regional classes and seminars is required.

### **KNOWLEDGE, ABILITY, AND SKILLS**

Knowledge: Knowledge of Massachusetts General Laws, regulations and Town By-laws regarding vital records, public records, licensing, voter registrations and elections.

Abilities: Ability to multi-task and manage conflict. Ability to communicate effectively both orally and in writing. Ability to understand and explain various types of correspondence, reports and media in order to explain and/or train others. Ability to maintain good public relations and to maintain effective collaborative working

relationships with Town departments, department heads, fellow employees, officials and the general public and to respond in a courteous and professional manner. Ability to meet deadlines. Ability to work independently.

Skills: Public relations and strong communication skills, problem solving skills and customer service skills.

## **WORK ENVIRONMENT**

The work is performed in an office environment.

## **PHYSICAL, MOTOR, AND VISUAL SKILLS**

### **Physical Skills**

The work involves physical skills typical of an office environment, including sitting, standing, walking and stooping. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

### **Motor Skills**

The work may require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

### **Visual Skills**

Visual demands require routinely reading documents for general understanding and analytical purposes and frequent computer use.