

Job Title: Assistant Town Clerk	Hours per week: 40	FLSA Status: Non-Exempt
Reports to: Town Clerk	Department: Town Clerk	Grade: 5
Created date:	Revised date:	Approved date: xx/xx/xxxx
Created by:	Revised by:	Approved by:

**TOWN OF STERLING
ASSISTANT TOWN CLERK**

Statement of Duties

The Assistant Town Clerk acts for the Town Clerk in his or her absence. In that capacity the Assistant Town Clerk assumes all the statutory responsibilities of that office. This position is responsible for the routine to complex administrative, technical support and supervisory functions of the combined office of Town Clerk, Board of Registrars and Elections. The Assistant Town Clerk therefore, oversees daily operation of this tri-functioning office and related work as required in the absence of the Town Clerk.

The Assistant Town Clerk is charged with the responsibility of assisting the Town Clerk, or in the Town Clerk's absence is singularly responsible for following and adhering to the 73 chapters and 451 sections of the Massachusetts General Laws and the By-Laws of the town. In addition to statutory knowledge, the Assistant Town Clerk needs to understand both the laws' intent and specific requirements, and the legal implications of actions taken.

It is important to recognize that in addition to these legislative responsibilities, the Assistant Town Clerk, like the Town Clerk, is the communication spokesperson for and to the local citizenry. This office is the first door of government accessed by individuals seeking information and resolution to problems. The importance of this frequently unwritten role of public relations and customer service cannot be overstated.

Supervision

Works under the direct supervision of the Town Clerk.
Generally establishes own work plan and priorities, to complete routine work assignments. New or unusual assignment may require additional instruction and supervisory review.
Performs varied, responsible clerical and administrative duties which require the frequent exercise of independent judgment and initiative.

Job Environment

Most work is performed under typical office conditions, with continuous interruptions from the general public.

Operates a computer and general office equipment, such as a calculator, copier, facsimile machine, and telephone.

Makes regular contact with the general public, in-house personnel and vendors doing business with the department. Contact is by telephone, in person, correspondence and personal meetings and requires a substantial degree of courtesy and tact.

Errors in application of established departmental procedures could result in monetary loss, reduced levels of service, confusion and delay in the provision of services and could have legal and/or financial repercussions for 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.

Answers telephone and assists visitors in a friendly and courteous manner.

Maintains and updates the State of Massachusetts VRIS (Voter registration information system) by inputting resident data and voter information.

Processes requests for departmental licenses including marriage, dog, hunting and fishing, fuel storage tanks, raffles and auctioneers.

Issues and certifies copies of vital records which include birth, death and marriage.

Issues burial permits to funeral directors for the Board of Health.

Passport Acceptance Agent, responsible for verifying applicant information and supporting documents submitted for the processing of passport applications.

May attend a counter or reception desk, answering routine inquiries and complaints and routes request to appropriate staff; explains procedures, regulations and/or policies based on knowledge of office functions and services offered by the department.

Administers the official Oath of Office for board members and elected officials.

Assists in the preparation of official documents such as the budget, department activity reports and official correspondence to ensure accuracy and compliance with local and state laws and policies.

Assists in the preparation and mailing of the annual town census and street listing.

Assists in the preparation for Town Meetings and Town Elections.

Maintains detailed and accurate records pertaining to the operations of the department; may post to various department accounts according to standard office procedures; performs basic arithmetic computations to maintain record of fees collected.

Prepares and submits weekly and monthly reports to Town Treasurer, Town Accountant and the Commonwealth of Massachusetts.

Prepares and submits written reports to supervisor as required.

Posts meeting notices for town boards and committees.

Performs Notary Public services.

Recommended Minimum Qualifications

Education and Experience

High School Degree with an associate's degree in accounting or bookkeeping preferred; three to five years of responsible clerical/accounting experience with some supervision required or any equivalent combination of education and experience which provides the required knowledge, skills or ability required.

Knowledge, Ability and Skill

Knowledge: Thorough knowledge of office practices and procedures.

Thorough knowledge of office terminology, procedures and equipment.

Working knowledge of Town government.

Working knowledge of applicable office software programs, including the Commonwealth of Massachusetts Voter Registry Information System.

Ability: Ability to interact in a positive and effective manner with employees and the general public.

Ability to communicate effectively, orally and in writing.

Ability to use a computer and related software.

Ability to operate a telephone and standard office equipment.

Ability to maintain detailed and accurate records and to execute oral and written instructions in a precise manner.

Skill: Excellent planning and organizational skills.

Excellent employee relations and public relations skills and ability to handle multiple tasks.

Good judgment and integrity and able to maintain effective staff and community relations.

Must be friendly and courteous.

Physical Requirements

Minimal physical effort generally required in performing administrative duties in a typical office environment. Position requires the ability to operate a keyboard and standard office equipment.

Occasionally required to lift office equipment weighing no more than 30 pounds.

The employee is frequently required to use hands to finger, handle, or feel equipment and to reach with hands and arms.

The employee is frequently required to sit, talk and hear.

Specific vision requirements include close vision, distance vision, and to adjust focus.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change