

TOWN CLERK

Position Purpose:

The purpose of this position is to provide professional administrative, supervisory and technical work in connection with the keeping of official municipal records, the issuing of various license and official documents, and the direction of election and census activities; performs all other related work as required.

Supervision:

Supervision Scope: Exercises independent judgment and initiative in the planning, administration and execution of services, and in the interpretation and application of laws, regulations and procedures. Performs a variety of responsible functions in accordance with state statutes and local bylaws. Supervises Executive Assistants.

Supervision Received: Work is performed under the general direction of the Town Manager and in accordance with applicable Massachusetts General Laws, town policies, town bylaws and relevant state, federal, and local regulations and standards with considerable latitude for independent judgment and action.

Supervision Given: Provides supervision to two full time employees.

Job Environment:

Work is performed under typical office conditions; work environment is moderately noisy.

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

Makes frequent contacts with the public, federal and state agencies, town departments, vendors, and the MA Clerk Association. Most contacts require an information exchange dialogue.

Has access to sensitive information, which requires the application of appropriate judgment, discretion and professional protocols.

Errors could result in delay and confusion in the provision of services, and have significant legal and/or financial repercussions.

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.)

Town Clerk Responsibilities

Acts as the *Information Source* to the town departments and the general public regarding all federal, state and local regulations and town bylaws, rules and regulations.

Serves as *Custodian of all Town Records*. Goes to court on behalf of the Town when served. Has custody of books, reports, and laws received from the Commonwealth.

Serves as *Records Access Officer* in accordance with Massachusetts General Law. Receives requests, tracks timeframes and responses, and assesses appropriate fees as permitted by law.

Serves as *Chief Election Officer* for the Town with full responsibility for all election activities; records votes taken at town meetings and notifies appropriate agencies. Serves as ex-officio member and clerk of the *Board of Registrars* supervising all aspects of voter registration; hires, trains and supervises part-time election personnel. Manages voter list and related functions using automated State voter registration information system. Prepares and receives nomination papers of candidates for town elections and posts lists of candidates duly nominated. Prepares and orders ballots and other necessary forms for local elections. Makes arrangements for application, mailing and return of absentee ballots at all elections. Makes arrangement to get voting equipment to the precincts. Transmit to the Secretary of State after every annual election, a complete list of town officers elected and qualified, and reports any changes in such offices as they occur.

Serves as *Registrar of Vital Statistics*, recording births, marriages and deaths; serves as custodian of town records and issues certified copies of same; records and issues certified copies of births, deaths and marriages; submits reports to state and other authorities as required. Assists the public in conducting genealogical research, using such records.

Serves as Municipal Licensing Agent. The Licensing Agent shall be responsible for preparing and coordinating all activities in a timely manner for the renewal and issuance of licenses issued and approved by the Select Board in conformity with provisions of any policies, rules, regulations and general laws in place and as set forth and in accordance with the Town Charter (4-2-9).

The Licensing Agent shall also prepare and coordinate all activities in cooperation with Town departments as it relates to new businesses which call for Select Board licenses including applications and documentation in conformity with provisions of any policies, rules, regulations and general laws in place and as set forth and in accordance with the Town Charter (4-2-9).

Records *Town Meeting Votes* and sends accepted bylaws to the Attorney General's office for approval. Certifies town budget in order for Assessor to set tax rate; certifies votes of all Town Meeting actions, as required.

Records and files applications, maps and decisions of the Planning Board. Records and maintains files on preliminary and definitive subdivision plans; receives and records decisions of Zoning Board of Appeals and all appeals to such decisions.

Administers the *Annual Town Census*; responsible for the updating, printing, and mailing of the census; conducts follow-up calls for unreturned census; prepares annual street list.

Receives and files meeting notices of all town boards and committees.

Issues a variety of *State and Town Licenses, Permits and Certificates*, including burial permits; provides for adequate maintenance of associated records and the collection of fees; submits monthly reports and fees to the Treasurer; maintains bank accounts. Issues annual dog licenses, ensuring that vaccination against rabies is current. Responsible for the notifications, issuance of citations to dog owners, and the collection of all related fees related to late licensing. Issues fishing/game licenses.

Serves as *Keeper of the Official Seal of the Town*; administers oaths as necessary to all elected officials, appointed members of boards and committees, and police and fire department personnel.

Handles *Public Notice Filings*. Records telephone pole locations; bills for pole locations and collects fees. Records, files and indexes business certificates, tax liens, and other documents. Searches for records for public and furnishes certified copies.

Submits copy of Annual Town Report to the DOR Director of Accounts and also furnishes to said Director, copies of all votes to authorize the incurrence of indebtedness within 48 hours after such votes become effective. Sends notices to State of all Chapter 90 actions taken and certifies annually all funds appropriated for road work.

Supervises and participates in all operations of the Town Clerk's office. Collects and records all fees.

Reviews and implements new legislation concerning the functions of the office.

Receives, records and tracks non-criminal ticket fines, provides notification to issuing agency when same are paid and/or remain unpaid.

Receives and records Planning Board and Board of Appeals applications; notifies Board of same and tracks definitive subdivision approvals and/or recorded decision for 20-day appeal period, signs off on the original plan or decision and signs off on the original plan if no complaint is filed.

Receives court complaints, as filed or served, notifies town counsel of same and forwards information available in the office on the case and provides copies to the Board of Selectmen.

Records and posts all agendas, minutes, and public notices in accordance with MA Open Meeting Law, including legal advertising through local newspapers. Posts agendas and minutes to the Town website.

Packages and remits all zoning and general bylaw amendments to the Office of the Attorney General, posts and/or advertised approved bylaws and provides notification to the Board of Selectmen and various boards/committees.

Receives, records and files state tax liens, and business UCC (Uniform Commercial codes) forms, terminations, continuances and researches as requested.

Issues raffle/bazar permits to qualifying organizations; issues dog licenses, prepares monthly and semiannual reports, and provides remittance of funds due the county, prepares monthly listing of licenses issued; issues sporting licenses (hunting, sporting, archery stamps, etc.), prepares monthly report and remittance of funds due the state.

Receives voter registrations, party change affiliations, voter cancellations from various sources (in person, registry of motor vehicles, mail, social service agencies) – process in the central voter registry system. Prepares and manages voter's list.

Coordinates and compiles the annual street list, oversees the gathering of information and checks results with the database.

Reports all unusual cases and legal matters to Town Manager.

General Management Responsibilities:

Manages the department of the Town Clerk.

Supervises the Executive Assistants.

Responsible for the drafting and administration of department budget.

Prepares various local, state and federal forms as required by law.

Answers inquiries from other interested parties regarding any matter related to the department of the Town Clerk.

Maintains the Central Voter Registry Information System (VRIS) as outlined in Massachusetts General Laws.

Manages the organization and access to files; manages the retention schedules and develops procedures for the disposal of obsolete records; maintains the physical condition and control of records preservation.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education and Experience:

Associate degree strongly preferred. Bachelor's degree desirable. Minimum of three years of experience in a Clerk's Office desired. Minimum of three years progressively responsible experience in an office setting with responsibilities in records management, voting/elections and/or licensing preferred. Certification through International Institute of Municipal Clerks and/ or Massachusetts Town Clerks Association preferred. Ability to obtain either certification within three years of hire is required. Any equivalent combination of education, certification and experience will be considered. Commissioned as a Notary Public or willingness to be commissioned upon appointment to the position.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of local, state and federal laws, regulations and procedures applicable to the duties and responsibilities of a town clerk's office. General knowledge of office procedures and the ability to supervise support staff in an effective and harmonious manner.

Ability: Ability to interact effectively and appropriately with the public and other personnel, assess situations and formulate appropriate resolutions. Ability to deal with disgruntled members of the public. Ability to apply legal interpretations and precedents to current problems. Ability to communicate effectively in written and oral form. Ability to establish and maintain complex recordkeeping systems. Ability to manage and prioritize multiple tasks in a detailed and organized manner. Ability to prepare accurate records.

Skill: Effective leadership skills, diplomacy in dealing with the public. Proficient written and oral communication skills and administrative skills. Skill in computers and appropriate software applications. Excellent customer service skills and skill in working with details.

Physical Requirements:

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.

Regularly required to maintain a stationary position, move about the inside of the building, position self to reach low objects (objects under desks, in filing cabinet drawers); must be able to manipulate objects, tools or controls, and be able to pick up and use paper, books, and other common office objects. Ability to communicate with members of the public and exchange accurate information. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed. Ability to move/ set up small equipment (up to 30 lbs).

(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.)