

Town of Scituate, Massachusetts
Position Description

Position Title: Clerk

Statement of Duties

This classification of Clerk is common to several town departments where the duties are of similar complexity and responsibility, but where the actual work tasks are apt to be somewhat different. The incumbent performs a wide variety of complex administrative assignments including initiating and typing correspondence and reports, maintaining an office filing system, ordering supplies, handling accounts payable, and preparing forms and other documents. Duties are descriptive but not restrictive, and not all of the duties listed are necessarily performed by all members of the class nor is the listing meant to be exhaustive of all typical duties and functions performed but along the same lines pertinent to that specific department.

Supervision

Incumbent works under the general direction of the department head or assistant, who checks on work principally through results achieved. In most instances, incumbent plans and carries out regular work in accordance with standard procedures and previous training. Technical and policy matters are discussed with superior(s). Most day-to-day work is performed with a high degree of independence. Must observe office procedures, state and local laws, rules and regulations.

Job Environment

Work at this level involves both standard and non-standard practices and procedures that require the incumbent to analyze and evaluate facts and circumstances. Incumbent is expected to process and handle a number of details with accuracy and completeness. In most instances, standard practices and general work applications govern the work activity of the incumbent, but are not always clearly applicable. The incumbent is expected to use judgment in selecting the appropriate course of action, and normally the choice is among available alternatives. Incumbent may be required to work beyond normal business hours.

Errors made could result in delay or loss of service, negative public relations, monetary loss, and legal liability to the town.

The incumbent has constant contact with the public through office proceedings and activities, answering of questions, civil process, payments, and recording of checks. Other contacts are typically with other state, local or educational agencies, residents, vendors, business owners, volunteer groups, other town departments and personnel such

as other clerks and town employees. Contacts occur in person, through use of the telephone, email, correspondence and writing. The incumbent may have access to information pertaining to lawsuits against the town, and may have access to confidential employee and client records.

Position 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.

Essential Common Functions

1. Maintains computerized department data bases, filing systems, financial and/or program records; performs arithmetical computations, including preparation of department payroll, accounts payable and receivables, performs purchasing and requisition functions for department, compiles budget data and information, handles reconciliation and departmental turnovers.
2. Establishes, maintains, updates and reviews vendor files, making changes when required; maintains records in a detailed and accurate manner.
3. Receives, opens, screens and distributes mail to proper persons; receives telephone calls and furnishes assistance to callers and office visitors.
4. Attends a counter or reception desk, answering routine inquiries and complaints and routes requests to appropriate staff; explains procedures and/or policies based on knowledge of town services.
5. Processes the timely turnover of department receipts in accordance with town guidelines.
6. Assists with preparation of the department budget as required.

Specific Knowledge Skills and Abilities. Excellent customer service and interpersonal skills. Ability to supervise youth and professional peers and subordinates. Must be self-motivated.

Special Requirements: Ability to be CORI Certified

Minimum Required Qualifications

Education and Experience

A candidate for this position should have a High School Degree or equivalent, with advanced training or experience including but not limited to three – (3) years to five (5) years office management or support staff experience preferably in a municipal setting; or an equivalent combination of education and experience.

General Knowledge, Skills and Abilities

A candidate for this position should have a thorough knowledge of arithmetic, demonstrate proficiency in current computer hardware and software applications specifically in Microsoft word, Excel, Accounts Payable, payroll, graphs, and tables, Access and/or other databases practices and procedures; ability to conduct basic arithmetical computations and tabulations with speed and accuracy; ability to maintain confidential information, take and transcribe meeting minutes, keep complex clerical records and prepare accurate, detailed reports from such records; prepare correspondence on routine matters, and perform routine office management details without referral to a supervisor; ability to establish and maintain effective working relationships with other staff and local officials while providing the highest degree of customer services to the public and customers.

Physical and Mental Requirements

Work is performed primarily in an office setting. The incumbent works in a moderately noisy setting that can vary depending on the nature of the particular office and time of year. There is minimal risk of personal injury. Physical demands generally involve standing, walking, talking or listening/hearing, stooping, kneeling, up to 2/3 of the time; reaching with hands or arms more than 2/3 of the time; and sitting and using hands more than 2/3 of the time. Seldom is weight lifted or force exerted up to 10 lbs. The position has normal vision requirements. Equipment used includes personal computers, office machines, telephone, facsimile, and typewriter.