

Position Title: Senior Clerk

Statement of Duties

This class of Senior 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. Performs a wide variety of complex secretarial assignments including initiating and typing correspondence and reports, maintaining an office filing system and preparing forms and other documents; may supervise clerical staff. The term “may” is used to allow for individual differences, and should be taken to mean, “may not” as well. Duties are descriptive but not restrictive, and not all of the duties listed are necessarily performed by all members of the class.

Supervision

Incumbent works under the general direction of the department manager 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.

Employee as a regular and continuing part of the job leads other workers in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as that of the group led.

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, volunteer groups, other town departments and personnel such as town secretaries and other town employees. Contacts occur in person, through use of the telephone and other communications equipment 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. Incumbent works on a fixed daily shift.

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 statement 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 receivable, perform purchasing functions for department, compile budget data and information.
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. Sets up hearings and meetings; takes notes or from tape recordings transcribes them in to the form of minutes; notifies interested parties of meeting/hearings.
5. 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.
6. Prepares purchase orders for Federal, State and Private Grants ensuring accuracy and maintenance of detailed and accurate records; processes the turnover of department receipts in accordance with town guidelines.
7. Assists with preparation of the department budget as required.

Building Department

Provides common clerical functions to the Building Commissioner including the scheduling of appointments, monitoring of inspector's inspections and the logging and preparation of Certificates of Use and Occupancy, building, wiring, gas and plumbing permits; the organization and maintenance of department files, budgetary accounts, and records in a detailed and accurate manner.

Health Department

Provides common clerical functions in support of the Health Director and the Board of Health including the scheduling of appointments, processing of permits and licenses; the maintenance of computerized files, budgetary accounts, and department correspondence and records in a detailed and accurate manner. Posts agendas, records Meeting Minutes

and assists and coordinates Board of Health sponsored immunization clinics and vaccine distribution.

Assessor's Department

Provides common clerical functions to department staff including the processing of deeds, creating sales reports, entering of all building permits, motor vehicle and boat excise tax commitments and deeds into the department's computer system; preparation of abutters list for public and town-related projects; process requests for abatements for real and personal property, elderly, and veterans' exemptions, and excise abatements; processes reports as required for the Town Accountant and the Town Treasurer including warrants. Creates liens for Real Estate bills, Fire Districts, (Trash, Sewer & Electric) and State Tax warrants as well as ownership changes.

Clerk/Town Clerk's Office

Provides common clerical support functions to department staff including the processing and generation of reports of sale of licenses/vital records; processes various department licenses (i.e. dog, fish and game, etc.); processes absentee ballots and verifies nomination papers; records and posts town meetings; balances cash drawer and receipts daily; prepares and records underground gas storage permits.

Recreation Department

Provides common clerical support functions for the department and other supervisory personnel including the scheduling of appointments, maintenance of department database, assists in the running and scheduling of various department sponsored activities/events, preparation of correspondence, maintenance of department financial records, and related reports as well as the processing of program registrations.

Collector's Department

Provides common clerical support functions regarding the collection of revenues. Accepts payments and mails department bills including sewer, trash, real estate, motor vehicle and boat excise bills.

Public Works Department

Provides common clerical support functions for the Public Works Director and other department staff including regular contact with the public concerning department activities and requests for service including rubbish/recycling complaints, and road way projects; maintains department account balances including trash collection billing and related data files and the maintenance of department payroll records and employee benefits in a detailed and accurate manner in accordance with statements provided by the Town Accountant; submits requests for payments in accordance with town guidelines; assists in the preparation of grant applications as required.

Planning Department

Provides common clerical support functions for the Town Planner, Planning Board, Zoning Board of Appeals and other committees including the provision of assistance in response to public inquiries; maintenance of department financial records for the Planning Board and Zoning Board, personnel records, and payroll information; processes submitted plans as required by applicable laws and regulations including the preparation of notices for publication; mails and distributes public notices to abutters regarding specific projects before the planning board; attends Planning Board and Zoning Board of Appeals meeting to take official meeting minutes. When required prepares correspondence and distribution of official Planning Board decisions. Provides routine information to the public concerning the procedures to follow regarding submitting applications to the Planning Board or Zoning Board of Appeals regarding subdivisions, Site Plans, Special Permits, or Variances.

Conservation Department

Provides common clerical services in support of the department operations including the issuance of permits and orders of conditions.

Minimum Required Qualifications

Education and Experience

A candidate for this position should have a High School Degree or equivalent, with advanced clerical training or certification preferred; one – (1) to three – (3) years office management or clerical experience in a municipal setting; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

A candidate for this position should have a thorough knowledge of Business English, spelling and arithmetic, modern office equipment, 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; demonstrate personal computer proficiency in office software products including but not limited to Excel, Accounts Payable, payroll, graphs, and tables; ability to 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, local officials and the public.

Physical and Mental Requirements

Work is performed primarily in an office setting. The incumbent works in a moderately noisy setting. 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 and typewriter.