

**TOWN OF STOUGHTON
TOWN CLERK**

Department:	Town Clerk	Date:	9-26-2023
Reports to:	Town Manager Select Board	Hours Worked:	35
FLSA Status			

SUMMARY OF RESPONSIBILITIES

The Town Clerk serves as the central information point for the public and staff in accordance with the bylaws of the Town of Stoughton and the General Laws of the Commonwealth of Massachusetts. The Clerk performs administrative and supervisory work in connection with the keeping of official municipal records and the issuing of various licenses and official documents; oversees all aspects of the voter registration, census and election processes; serves as well as recording officer, public records officer, registrar of vital records.

SUPERVISION AND SUPERVISORY RESPONSIBILITIES

Appointed by the Board of Selectmen. Works under the direction of the Town Manager. The employee is required to work independently, within established policies and procedures and the requirements of federal, state and local law (as applicable), with minimal direct supervision. Supervises three full time employees and contingent part time work force for elections, census, and Town Meeting. The Clerk provides on-the-job training to new employees; reports to the Town Manager on disciplinary problems, performance and training needs of employees; resolves simple, informal complaints of employees and refers others to the Town Manager.

Responsible for the effective management of Department Staff as well as the day-to-day operations of the Clerk's Office, including fulfilling requests of other Town Staff, Constituents, Board and Committee members, and any other inquiry that the Office may oversee or encounter.

ESSENTIAL FUNCTIONS

- Plans, directs and supervises the work of the Town Clerk's Office, including preparation, monitoring and oversight of department operating budget
- Responsible for all Town Clerk functions established by Massachusetts General Laws, or as may be required by federal and local law, policies and procedures
- Serves as Custodian of all Town records for which no other custodian is defined; has custody of books, reports, records and laws received from the Commonwealth; certifies public records
- Responds to inquiries and requests for information from the public, Town officials and employees, and other government officials, among others
- Serves as Chief Election Officer for the Town, with full responsibility for the complete administration of fair and impartial federal, state, and local elections, including but not limited to maintenance of accurate voter registration lists using the State's Central Voter Registration (CVR) system, absentee ballots, maintenance and accuracy of election systems and equipment, and campaign finance law administration
- Serves as ex officio member and clerk of the Board of Registrars
- Serves as Registrar of Vital Statistics

- Provides training or oversees the provision of training to Town staff on Open Meeting Law, Public Records Law, State Ethics Law, the Town Charter, and other subjects germane to the role of Town Clerk as knowledge resource
- Attends all Annual and Special Town Meetings; records all votes and other action taken at town meetings; assists Town Moderator in the preparation and conduct of town meetings; records and certifies all appropriations; responsible for transmitting Town Meeting adoption of bylaws to the Attorney General's Office for approval, Town Meeting acceptance of provisions of the Massachusetts General Laws and Special Acts to the Secretary of State, and authorizations for borrowing to the Department of Revenue
- Attends weekly Town Manager staff meetings and provides updates on elections, part-time needs, and Public Information requests
- Administers the Annual Town Census
- Issues a variety of state and local licenses, permits and certificates; collects fees as necessary
- Serves as Keeper of Official Seal of the Town; administers oaths to elected and appointed officials and employees; complies with Massachusetts General Laws' requirements relative to the Conflict of Interest and Open Meeting Laws
- Receives, posts, and/or files all notices and minutes of meetings of all town boards and committees, as appropriate; handles public notice filings; records and files applications, maps, and decisions of the Planning Board; records and maintains files on preliminary and definitive subdivision plans; records and files all decisions of the Zoning Board of Appeals and appeals of such decisions
- Performs similar or related work as required, directed or as situation dictates; Regular attendance at the workplace is required.

The essential functions or duties listed herein are illustrations of the type of work that is 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

RECOMMENDED MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE/OTHER

- Bachelor's Degree in public administration, government, or related field
- At least 5 years of experience as an Assistant Town Clerk or Town Clerk
- Massachusetts Certified Municipal Clerk (CMC) status or Certified Massachusetts Municipal Clerks (CMMC) Certification preferred (and required within five years)
- Experience with municipal elections, specifically utilizing the Commonwealth of Massachusetts CVR system
- Ability to be bonded
- Commissioned as a Notary Public; Justice of the Peace appointment is preferred

KNOWLEDGE, ABILITY AND SKILL

KNOWLEDGE

- Thorough knowledge of the Massachusetts General Laws and bylaws related to elections, public records, campaign finance, census, and other state and federal laws and bylaws relating to the duties and responsibilities of the Town Clerk
- Working knowledge of Open Meeting Law, Public Records Law, State Ethics Law, and Town Charter sufficient to serve as a resource to Town staff and the public in these content areas

Thorough working knowledge of office administration, financial record keeping, and automated office systems and procedures.

ABILITY

- Ability to establish and maintain effective and harmonious working relationships with town officials and departments, state agencies and the public
- Ability to communicate effectively in written and verbal form
- Ability to establish and maintain complex record keeping systems
- Ability to handle multiple tasks, prioritize effectively, and meet deadlines
- Ability to prepare and administer budget and to prepare financial reports
- Ability to present complex information to other department staff and large groups, such as Town Meeting, via in-person and electronic platforms

SKILL

- Excellent organizational and recordkeeping skills
- Highly proficient in operating computers and applicable software applications
- Experience with MUNIS accounting and licensing modules preferred
- Excellent customer service skills and professionalism.

PHYSICAL REQUIREMENTS/WORK LOCATION:

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.

TOWN HALL; CLERK'S OFFICE

This is primarily an office-based job in a dynamic municipal office. While performing the duties of the Town Clerk, the employee is required to: interact and communicate frequently with the public, government officials, other staff members and boards, and/or third parties transacting business with the Town; operate standard office equipment including computers and keyboards and standard office software, State Census/Voter Registration System, State Vital Records System, and all other standard office equipment at efficient speed; and move throughout the municipal office. Lifts/moves objects weighing up to 30 pounds. The Town Clerk is required to periodically work outside of normal business hours, i.e., to attend Annual or Special Town Meetings and during elections, and to cover evening office hours. Duties include travel to and from polling and meeting venues per the job requirements.

NOTES

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.

TOWN OF STOUGHTON
Program Administrator – Town Clerks

Department:	Town Clerks	Date:	9-26-2023
Reports to:	Town Clerk	Hours Worked:	35
FLSA Status			

Description:

Under the general supervision of the Town Clerk and subject to the day-to-day operations management of the Senior Clerk II, the Program Administrator will be expected to manage the licensing and permitting functions of the office and to serve as the primary customer service representative for the office. computerized data systems within the office, including, but not limited to: census, vital statistics, elections, and business certificates, various licenses. Generally, we are seeking a competent, capable, professional, and personable colleague who will (1) complement the office's shared responsibilities, (2) enable the growing use of technology in support of the office's various functions, and (3) enthusiastically embrace tasks that help the team operate productively.

Essential Functions & Duties:

- Provide assistance to internal and external customers of the department. Greet visitors, answer phones, explain office procedures, and respond to questions within level of expertise and authorization, referring more complex issues to the Town Clerk. Issues may include:
 1. Explanation of office policies, regulations and procedures, including restrictions or requirements that apply in individual situations.
 2. Explanation of and assistance with voter registration, requests for vital statistics, licenses, business certificates.
- Work with the public and coordinate with the Select Board Office on various license applications, permits, and business certificates.
- Assists in the management of office data systems, including census and voter information databases. Design and generate computer reports and edit materials as requested by Town Clerk, Town Department Heads, and the general public.
- Assist the Town Clerk with the data management of absentee and early voting during elections.
- Attend and assist at Town Meeting and elections.
- Verify voters on petitions, and nomination papers submitted for elections and Town Meetings.
- Oversee the posting of public meetings, including updating town calendar as needed.
- Provide weekly income turnover information to the Treasurer.
- Assist office staff on computerized office applications.

- Notarize documents. If not a Notary Public, need to become one within 6 months of hiring.
- Provide support for general office functions.
- Perform related duties as required.

Recommended Qualifications

Skills, Knowledge and Abilities

- Ability to prepare and design reports utilizing PC office applications, including the State's voter registration system (VRIS) and other databases, such as Microsoft Word, MUNIS, and Softright Systems
- Knowledge of standard office procedures, practices, forms and equipment; accuracy in operating computer keyboards and other standard office machines.
- Ability to understand, learn, interpret and explain relevant State laws and Town By-Law policies and procedures, and to apply such guidelines appropriately to different situations and/or refer to other departments, with special emphasis on licensing and permitting requirements wholly or partially within the jurisdiction of the Town Clerk's Office.
- Ability to interact effectively and pleasantly with a wide variety of individuals, including customers, co-workers, outside professionals, and members of the public.
- Ability to understand, select, and perform basic mathematical calculations efficiently and accurately.
- Ability to perform multiple tasks and deal effectively with interruptions.
- Ability to perform detailed work accurately and with dispatch.
- During Election(s) mandatory overtime will be required and will be set by the Town Clerk.
- No vacation time will be granted prior to any election.

Education and Experience:

Duties require two years of secretarial or business school with knowledge of office administration, secretarial practices, financial record keeping, and automated office systems and procedures; 2-3 years of related experience; or any equivalent combination of education and experience.

PHYSICAL REQUIREMENTS/WORK LOCATION:

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.

TOWN HALL; CLERK'S OFFICE

This is primarily an office-based job in a dynamic municipal office. The employee is required to: interact and communicate frequently with the public, government officials, other staff members and

boards, and/or third parties transacting business with the Town; operate standard office equipment including computers and keyboards and standard office software, State Census/Voter Registration System, State Vital Records System, and all other standard office equipment at efficient speed; and move throughout the municipal office. Lifts/moves objects weighing up to 30 pounds. Required to periodically work outside of normal business hours, i.e., to attend Annual or Special Town Meetings and during elections, and to cover evening office hours. Duties include travel to and from polling and meeting venues per the job requirements.

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

TOWN OF STOUGHTON

SENIOR CLERK II

Department:	Town Clerk	Date:	8-31-2023
Reports to:	Town Clerk	Hours Worked:	35
FLSA Status	Non-Exempt		

GENERAL SUMMARY:

Under the general supervision of the Town Clerk, performs a variety of administrative, technical, clerical and public assistance duties to provide support in the operations, procedures, and activities of the Office of the Town Clerk. Provides administrative support to the Town Clerk and the Assistant Town Clerk.

Provides information and assistance to the general public in person, by mail, by telephone, by email. Issues certificates, licenses and permits; collects fees. Conducts research and provides information on vital records, as well as on other records maintained by the office. Prepares correspondence as necessary.

ESSENTIAL JOB FUNCTIONS:

- Responsible for all incoming Town Hall phone calls; directing calls to other departments and following up with voicemails.
- Maintains systems for issuing licenses and permits, updates and manages Conflict of Interest records for compliance to State Ethics Commission regulations; updates and manages dog license database files, manages daily workflow of the online purchasing system, maintains business certificate applications and renewals, process marriage intentions and licenses. Maintains birth & death records.
- Assists in the maintenance of census and voter files, records all voter registrations received either in person, online, through mail or electronically through the State Registry (VRIS) from the Registry of Motor Vehicles or any other official state agency.
- Maintains town board and committee membership files. Receives and posts agendas for meetings and public hearings, as requires by the Open Meeting Law. Maintain weekly calendar of meetings, and manages content for all public meetings, public hearings and notices on the town's official posting board and website.
- Notarizes documents for the public; performs other related duties as required. Provides the Oath of Commissioner to Qualify for Notary Publics as well as provides oaths for all state appointed officials who need to be sworn into office.
- Assists when needed in daily cash deposits to the Treasurer, reconciles monthly online transactions. Processing all accounts payable activity for the Town Clerk's review and signature. Maintains inventory and manages general office supplies.
- Mandatory overtime will be required during election seasons.
- All other duties as assigned.

SUPERVISORY RESPONSIBILITY: None.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS:

- Equivalent to the completion of four years of high school; intermediate word processing and spread sheet skills; some college courses desirable; general knowledge of appropriate laws and regulations.
- Three to five years of general office experience, including extensive public contact. Possess independence on Microsoft Office Products.

- Establishes own work plan to independently achieve assigned responsibilities. Duties are performed in accordance with law and according to department policies, procedures and schedules. Refers questions beyond scope of authority to the Town Clerk.
- Obtain Notary and Commissioner to Qualify.

Physical and Mental Requirements

- Minimal physical effort required to perform functions under typical office conditions.
- Position requires the ability to operate a keyboard and standard office equipment at an efficient speed.
- The employee is frequently required to remain in a stationary position and must be able to communicate.
- Occasionally moves items up to 30lbs.

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 requirement of the job change.

TOWN OF STOUGHTON
SENIOR CLERK II – TOWN CLERK

Department:	Town Clerks	Date:	9-26-2023
Reports to:	Town Clerk	Hours Worked:	35
FLSA Status			

Description:

Under the general supervision of the Town Clerk, responsible for the managing the effective and efficient organization and operation of the day-to-day functions of the Town Clerk's office.

Essential Functions & Duties:

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not excluded them from the position if the work is similar, related, or a logical assignment to the position.

- Design, implement, and oversee organizational systems to ensure efficient and effective operations
- Coordinate the activities of other staff to ensure efficient and effective operations
- Ensure that staff are cross-trained in all essential functions
- Manage and maintain office data systems, including census and voter information databases. Design and generate computer reports and edit materials as requested by internal customers and the general public.
- Provide assistance to internal and external customers of the department. Greet visitors, answer phones, explain office procedures, and respond to questions within level of expertise and authorization, referring more complex issues to the Town Clerk.
- Assist with voter registration, requests for vital statistics, licenses, permits, business certificates.
- Attend and assist at Town Meeting and elections.
- Manage the verification of voters for initiative petitions, referendums, and nomination papers.
- Oversee the posting of public meetings, including data base management and Internet access.
- Manage business certificates and raffle permits.
- Provide weekly income turnovers to the Treasurer
- Train office staff on computerized office applications
- Notarize documents
- Provide support for general office functions
- Perform related duties as required.

Supervisory Responsibility:

Oversee computer training and cross-training of office staff. Coordinate daily activities of staff to ensure efficient and effective operations.

Recommended Qualifications

Skills, Knowledge and Abilities:

Ability to prepare and design reports utilizing PC office applications, including State's voter registration system (VRIS) and other databases, such as Microsoft Word, Excel and Softwrite System.

Knowledge of standard office procedures, practices, forms and equipment; dexterity and accuracy in operation computer keyboards and other standard office machines.

Ability to understand, learn, interpret and explain By-law policies and procedures, and apply such guidelines appropriately to different situations.

Consistently must possess the ability to interact effectively and pleasantly with a wide variety of individuals, including customers, co-workers, outside professionals, and members of the public.

Ability to understand, select and perform basic mathematical calculations efficiently and accurately.

Will need to perform multiple tasks and deal effectively with interruptions.

Must be able to multi-task and prioritize.

Education and Experience:

- High school diploma or equivalent. Duties require at least two (2) years' experience in office administration, Secretarial practices, financial record keeping. Experience in a municipal setting and in dealing with the public, strongly preferred. Experience with MUNIS software preferred or an equivalent combination of education and experience.

PHYSICAL REQUIREMENTS/WORK LOCATION:

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.

TOWN HALL; CLERK'S OFFICE

This is primarily an office-based job in a dynamic municipal office. The employee is required to: interact and communicate frequently with the public, government officials, other staff members and boards, and/or third parties transacting business with the Town; operate standard office equipment including computers and keyboards and standard office software, State Census/Voter Registration System, State Vital Records System, and all other standard office equipment at efficient speed; and move throughout the municipal office. Lifts/moves objects weighing up to 30 pounds. Required to periodically work outside of normal business hours, i.e., to attend Annual or Special Town Meetings and during elections, and to cover evening office hours. Duties include travel to and from polling and meeting venues per the job requirements.

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