

**Town of Natick
Assistant Town Clerk**

Position Title:	Assistant Town Clerk	Grade Level:	3
Department	Town Clerk	FLSA Status	Exempt
Reports to:	Town Clerk		

Supervision Required: The employee works under the general guidance and direction of the Town Clerk referring to superiors only in those matters regarding policy interpretation or the determination of standard practice. Control is in the nature of board and administrative policies, existing laws and regulations. Incumbent is expected to cope with unusual situations and resolve them.

Supervisory Responsibility: The employee is secondary supervisor of the staff in the Town Clerk's Office and will assign work and supervise employees. Work with the Town Clerk on evaluating employees.

Accountability: Errors and omissions in work could result in adverse public relations, missed deadlines, and legal repercussions.

Judgment: This job requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions and determining actions to be taken. The Assistant will be required to make judgement calls on the actions and must be able to consider the standard or accepted practices and the laws that govern the office.

Complexity: Work at this level involves different and normally unrelated processes and methods. The nature of the work is such that the determination of necessary steps and the sequence of their performance is a major part of the overall responsibility. The job requires understanding of many different aspects of the work that is managed in the Town Clerk's Office.

Confidentiality: Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Work Environment: Work is carried out in a busy office and is mainly an office position. Interruptions are numerous, ranging from phone calls to in-person visits, responding to inquires and information needs. It is an environment in which priorities may change quickly and requires the ability to shift gears easily. May include some evening meetings.

Nature and Purpose of Contacts: Employee is expected to meet and deal with residents, customers and public officials and be able to provide assistance to them in their diverse needs. Other contacts are with Town officials for the purpose of transacting Town business. Still other contacts are with attorneys, the press and other media, and representatives of Federal and State agencies for the purpose of giving and exchanging important information. Finally, contacts with fellow workers and with citizens are numerous, in which incumbent is called upon to provide assistance and information.

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Occupational Risks: Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

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.

- Serves as the Assistant Town Clerk and as such is responsible for planning and coordinating day-to-day operations, functions, and services; directs, coordinates, and reviews assigned activities of the other administrative/clerical staff.
- Performs a wide variety of responsible administrative duties, relieves the department head or manager of administrative work, and attends to a variety of administrative details to ensure smooth operations of the office.
- Serves as a primary contact for the Town Clerk's office and may serve as a liaison to the general public, outside agencies, and organizations.
- Assures that the daily office work (phones, requests, mail, etc.) is assigned and completed within the basic structure of the office.
- Responds or assigns requests and inquiries from public for information and assistance and assures that they are completed correctly and in a timely manner.
- Complete required correspondence in a professional and timely manner and assists on other correspondence.
- Direct and participate in the maintenance of a calendar of meetings, events and various functions; coordinates activities with other town-wide departments, the public, and outside agencies.
- Knowledge and familiarity with common office equipment and software (Word, Excel, PowerPoint). Must be comfortable learning new software which is only used in the Clerk's office (election, vitals, dog licensing).
- As assigned, conducts, attends and may participate in meetings and committees; schedules and coordinates meetings and prepares agendas for meetings as necessary; provides logistical support to planned group meetings including arrangements for site facility, parking, notification of participants, and other similar duties.
- Contact and inform administration on important issues, messages, or emergency situations requiring immediate attention.
- Assign or complete requests which are received as part of the daily work load and inform the Town Clerk if there are any that require immediate attention.

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- Completes payroll, account payable warrant (for the office) and deposits.
- Maintains current supplies and orders new ones as required.
- Exercise independent judgment and confidentiality in assisting with administrative details, requiring considerable knowledge, discretion, and use and interpretation of department policies and procedures.
- Prepare letters, memos, correspondence and reports. Proofread all correspondence, reports, etc. that are submitted by all departments for signature; and proofread all the outreach material and other communication produced.
- Research records and obtain information from other offices and agencies as necessary to perform assigned duties.
- Keep informed of Town government operations and activities, so as to be able to explain them effectively to other staff and members of the public.
- Responsible for maintaining the Town Clerk's Office web page, posting agendas and minutes.
- Assist Town Clerk to fulfill public records requests for the office.
- Create required databases to track and fulfill Conflict of Interest training and OCPF requirements.
- Assist at Town Meeting as required.
- Work directly with the Town Clerk to take on any additional tasks as necessary in the office.

Education and Experience: Bachelor's degree and/or at least 5 years of professional experience with increasing responsibilities.

- Progressively responsible professional work in an office setting for at least five (5) years. Two years of supervisory experience required. Work experience should include office management, computer operations, database understanding and web site competencies. Candidate must be able to demonstrate possession of the required knowledge, skills and abilities to perform the work.

Knowledge and Abilities

Knowledge:

- Knowledge of office management and practices, including computer operations and customer service.
- Knowledge of Town By-Laws and regulations, policies, programs and operations in order to perform diverse standardized and non-standardized assignments calling for a high degree of judgment and discretion.
- Considerable knowledge of business English, grammar, punctuation and spelling.

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Abilities:

- Ability to plan, organize and oversee the work of a busy office.
- Ability to motivate, train and direct a clerical support staff.
- Ability to maintain confidentiality of sensitive information.
- Ability to establish and maintain harmonious relationships with a wide variety of persons, including public officials, fellow workers and citizens.
- Ability to communicate effectively with others, both orally and in writing.
- Ability to prepare statistical and technical reports.
- Ability to work with a high degree of independence, attending to numerous details and completing assignments on time.