

**Town of Natick
Job Description**

Position Title:	Town Clerk	Grade Level:	4
Department	Town Clerk	FLSA Status	Exempt
Reports to:	Town Administrator		

Purpose of Position

This position is responsible for the direction, administration and operation of Town Clerk’s office including the maintenance of official town records, coordination and administration of elections, issuance of various permits and licenses, recording and reporting of vital statistics, conducting the annual census, and other duties in accordance with the Massachusetts General Laws.

Statement of Duties:

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 any tasks or specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The Town Clerk’s position is highly regulated by Massachusetts General Laws and procedures as well as by the Home Rule Charter and Bylaws of the Town. The position is the Chief Election Officer for the Town and the clerk of Town Meeting. In addition, the Clerk is the custodian of town records, the Records Access Officer and the registrar of all vital records. The Clerk’s office is the gateway to the Town for resident and customers and is responsible for setting a high standard of customer service.

Supervision Required:

Under administrative direction of the Town Administrator and in accordance with the provisions of state and local laws and regulations, the Town Clerk works from policies, goals, and objectives; establishes long and short -range plans, objectives, and departmental performance standards; assumes direct accountability for department results; exercises control in the development of departmental policies, goals, objectives, and budgets; and is expected to resolve conflicts and coordinate with others as necessary.

Supervisory Responsibility:

The Town Clerk directly supervises the Assistant Town Clerk, as well as other staff in the office and is accountable for the direction and success of the office; responsible for analyzing program objectives, determining the various departmental work operations needed to achieve them, estimating the financial and staff resources required, allocating the available funds and staff, reporting periodically on the achievement and status of the program objective, and recommending new goals; typically formulates or recommends program goals and develops plans for achieving short and long-range objectives; and determines organizational structure operating guidelines and work operations.

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Accountability:

The Town Clerk is accountable for the daily management of the office, completion of goals and work, including but not limited to management of election, daily office operations, preparation for completion of Town Meeting ~~before~~ and for the completion of all necessary documents after ~~dissolution the meeting dissolves~~; and all other requirements included in Massachusetts General Laws, the Home Rule Charter and Bylaws of the Town.

Judgment and Complexity:

Internal guidelines and other regulations ~~Guidelines only~~ provide limited guidance for performing the work ~~of the Clerk's office which may be in the form of administrative or organizational policies, general principals, regulations, legislation or directives that pertain to a specific department or functional area~~ and extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The employee is recognized as the authority in interpreting the guidelines, in determining how they should be applied when there is ambiguity.

Confidentiality:

Employee has regular access at the departmental level to a wide variety of confidential information, including but not limited to personnel records, medical records, lawsuits, ~~and~~ client records and other non-public information.

Work Environment:

The majority of work is performed in an office setting with frequent interruptions. During elections and Town Meetings, work is conducted at poll locations, auditoriums, or other venues.

Nature and Purpose of Contacts:

The Town Clerk and the office works with every department in the government. Relationships involve constant interactions with co-workers; town departments, boards and committees; state and federal officials; the public; and with groups and/or individuals who have conflicting opinions or objectives, diverse points of view, or differences where skillful negotiating and achieving compromise is required to secure support, concurrence, and acceptance or compliance. The employee may represent to the public a functional area of the organization on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

Occupational Risks:

Essential Functions:

- Serves as custodian of all official town records and public documents; processes and maintains vital statistics, census data, records and other documents maintained by the office in conformance with state statutes, home rule charter and town bylaws (e.g., births, marriages, deaths, business certificates, pole location and flammable store permits); issues certified

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copies of documents on request; and notarizes documents for the Town.

- Serves as Public Records Access Officer; coordinates Town's response to public records requests; prepares and administers guidelines for public record requests; and assists in identifying requested records
- Coordinates and administers federal, state and town elections; coordinates all details and procedures for elections; oversees and ensures that all statutory requirements are adhered to; supervises and trains all election officials/workers; monitors polling places to ensure conformance; provides voter registration sessions if requested; distributes and certifies nomination papers; administers all vote by mail/absentee voting, early voting in person and any over the counter voting; records the results of election returns; reviews and files all campaign and political finance statements; maintains voter database for the Town through the State; maintains and tests all equipment for voting including voting machines, accessible voting machines and poll pads.
- Administers the state voter registration information system at the local level; prepares the voting list for the town for all elections, making corrections based on census and voter data.
- Performs certification of legal and other documents as required by Town Administration; assists with research for other departments and/or counsel; seals and attests to town records such as bylaws, municipal easements, municipal deeds, town meeting articles, bonds, roads, grants, bonding and other documents requiring town certification.
- The Town Clerk administers oath of office to all elected and appointed officials of committees, commissions and boards and police, fire and other personnel; attests to elected officials' signatures; attests to and maintains files of appointed and elected Town officials; seals and attests to bylaws, resolutions, contracts, easements, deeds, bonds and other documents requiring Town certification.
- Ensures that all elected and appointed officials are informed in writing of the Open Meeting Laws, State Ethics Code and; oversees the maintenance of records of Town officials' and personnel's completion of required Open Meeting Law and State Ethics trainings. Works with departments and boards on accessing the new Ethics trainings.
- Ensures that boards/committees/commissions adhere to open meeting laws and post meetings properly (virtually and physically). Posts meetings on the Town website and the Town's bulletin board. Works with other departments to aid in compliance.
- Controls, assists and issues a variety of licenses and permits (marriage licenses, gasoline storage permits, permits for raffles and bazaars, dog licenses, kennel licenses, business certificates, etc.).
- The Town Clerk is the official clerk of Town Meeting and in this role is actively involved with the preparation for town meetings (including reserving space, administrative preparation, notifying Town Meeting members of meeting schedules, maintaining the list of members; attendance records and other related tasks). The Clerk is responsible for completing, certifying

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and posting all minutes; records and provides vote certifications for Town Meeting votes; sends accepted general and zoning bylaws (new and amended) to the Attorney General for approval; provides and certifies town budget in order for the Board of Assessors to a set tax rate; notifies the Secretary of Commonwealth of the acceptance by the Town of Chapters and Sections of Massachusetts General Laws and Special Acts.

- Conducts the annual census; prepares the street list of residents; maintains and updates census data within the state voter registration information system on a continual basis; provides census information to Jury Commission for jury list; provides information to the school district annually for pre-k and kindergarten as requested. In addition, completes the confirmation mailing to non-respondents of the census. Provides publicly available data to campaigns or other entities.
- Prepares and administers annual budgets for the Town Clerk's Office, including Town Clerk, and Board of Registrars; receives and records all monies collected, making timely turnovers to the Town Treasurer as required by law.
- Records applicants' filing of subdivision plans and files notice of the Planning Board's action on such plans; certifies subdivision plans endorsed by the Planning Board prior to the applicant's recording with the Registry of Deeds; records, files, and certifies all decisions of the Planning Board and the Zoning Board of Appeals before the decision is recorded at the Registry of Deeds.
- Receives and records all appeals to all decisions of the Planning Board and the Zoning Board of Appeals and distributes copies to concerned parties.
- Maintains the Town Clerk's webpage; assists departments and committees with posting meeting notices and minutes on the webpage and assists in maintaining Town Meeting webpages as well.
- Attends professional meetings, training programs, and seminars in order to stay abreast of changes or new trends in the field and to maintain knowledge of pertinent Massachusetts laws. Makes sure that other staff is prepared to attend such meetings as necessary or helpful.
- Performs other related job duties as necessary.

Recommended Minimum Qualifications

Education and Experience:

Bachelor's degree in Public Administration, Government, Political Science, Business or related field, and at least 5 years of increasingly responsible related experience including supervision and management of others; or any equivalent combination of education, training, certification, and experience. Master's degree preferred. Experience running local elections preferred.

Special Requirements:

~~Must~~ Preference for a candidate who has or is willing to pursue Town Clerk Certification, ~~-. Must~~

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be or apply to be a Notary Public and Commissioner to Qualify within 6 months of hire. Driver's license required. Ability to be bonded-

Knowledge, Abilities and Skills

Knowledge:

Considerable knowledge of state, local and federal statutes, bylaws, charter, and regulations applicable to the duties and responsibilities of a Town Clerk; thorough knowledge of recordkeeping and automated systems, budgeting, and management; thorough knowledge of standard office procedures.

Abilities:

Ability to multi-task and manage conflict; ability to communicate effectively both orally and in writing; ability to understand and explain various types of correspondence, reports and media to explain and/or train others; ability to maintain good public relations and to maintain effective collaborative working relationships with Town departments, department heads, fellow employees, officials, and the general public and to respond in a courteous and professional manner; ability to meet deadlines and to work independently.

Skills:

Strong public relations and communication skills; problem-solving skills; customer service skills; excellent organizational and recordkeeping skills; computer, database, word processing, excel and presentation skills. Must be able to learn new software as it is introduced.

Physical and Mental 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 position's essential functions.

Physical Skills:

The work involves physical skills typical of an office environment, including sitting, standing, walking, and stooping. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills:

The work may require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills:

Visual demands require routinely reading documents for general understanding and analytical purposes, frequent computer usage, and observing situations for general understanding.

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

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of the job change.