

TOWN OF HAMILTON, MA
ADMINISTRATIVE ASSISTANT – TOWN CLERK

Department	Town Clerk
Reports to:	Town Clerk
Position Status:	Non-Exempt
Weekly Hours:	32.5
Salary Classification:	Grade 17

Position Summary/Purpose:

The purposes of this position are to provide clerical and administrative services to the Town Clerk’s Office including daily office operations; administrative assistance with functions of the vital records, voter registration, elections, town meeting, dog licensing; bookkeeping and recordkeeping; customer service including processing all mail for Town Hall offices and Police, Fire, and Recreation Departments. Administers Oaths of Office for elected and appointed officials; notarization of documents for general public and Town departments. Administrative Assistant exercises sound judgement in performing a variety of duties and is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her control.

Supervision:

Supervision Scope: Performs a variety of services requiring knowledge of office procedures, practices and equipment. General knowledge of business, Town and departmental functions, as well as election protocols and census recordkeeping per State and Federal laws

Supervision Received: Works under the general direction of the Town Clerk, following professional standards, procedures and policies.

Supervision Given: None.

Essential Job 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.)

- Administer the daily operations of the Town Clerk’s office; provide assistance to the public, vendors, businesses, Town staff, and staff. Explain standard procedures and refer more complex issues to the Town Clerk. Answer departmental office phone calls, emails and voicemails. Post meetings in accordance with Open Meeting Law utilizing town website and perform administrative tasks as directed by the Town Clerk.
- Maintain postage meter and supplies in addition to monitoring sufficient funds to cover every department’s postage expenses and secure that payment through AP.
- Collect, record in MUNIS, and turnover to Collector’s office fees for licenses, permits and other departmental services.
- Perform departmental bookkeeping activities, including bills, payables and revenue in MUNIS. Assist with budget preparation and monitor expenditures.
- Maintain adequate levels of inventory. Pick up and deliver mail to post office. Sort incoming mail and

distribute to Town Hall offices and appropriate mailboxes; this includes census and election documents. Determine weight, process and apply postage for each department in Town Hall as well as Police, Fire and Recreation which are off-site. Alert various departments to pick up/delivery of anticipated special orders.

- Maintain voting lists, census data and other municipal databases. Accept and post public meeting notices in accordance with the Open Meeting Law Assist with compliance of state Ethics Commission filings.
- Assist the Town Clerk at all Town meetings and elections; provide a variety of tasks during elections, including voter registration duties and polling set-up.
- Issue dog licenses and DBA Business Certificates; secure Town Clerk's signature, as required. Act as Burial Agent for permits. Prepare certified copies of vital records, as requested. Accept and prepare marriage intentions.
- Respond to a variety of in-person and phone inquiries, requests and complaints relating to department services and operations; transfer calls and requests to appropriate personnel.
- Conduct research, including genealogical, to the public, within scope of authority.
- Ensure that all work is conducted in a safe manner and all work safety practices are followed
- Cover all office functions in absence of Town Clerk. Use professional judgement to re-route requests and inquiries during his/her absence.

Other Functions:

- Perform similar or related work as required, directed or as situation dictates.
- Continue training; keep current with trends.
- Assist other department staff as needed to promote a team effort to serve the public.

Minimum Required Qualifications:

Education, Training and Experience:

Must have an A.S. degree and have 2-3 years of office administration experience in a related field or related work experience or any equivalent combination of education, training and work experience. Must be qualified to be a Notary Public in the State of MA.

Special Requirements: None

Knowledge, Ability and Skill:

- Knowledge of standard office practices, procedures and equipment, as they relate to municipal operations.
- Knowledge of the principles and practices of Town Clerk operations and services.
- Ability to use a variety of software systems such as Word, Excel, Data bases, Munis, and Town-specific programs and websites.
- Strong verbal and written communication skills; strong organizational and record-keeping abilities.
- Ability to prioritize, multitask and adapt to changes in schedule and meeting deadlines.
- Aptitude for working with numbers and details.

- Aptitude for working with and explaining policies and procedures to people.
- Strong customer service and interpersonal skills to engender trust with the public.

Job Environment:

Clerical and administrative work is performed in a moderately noisy office with constant interruptions during the day from municipal staff, outside vendors, businesses, state & federal agencies, and the public to address questions and requests.

Requires the operation of a motor vehicle, cellular and other telephones, personal computers, copiers, facsimile machines, and other standard office equipment. Walks to the post office and drives to voting sites and delivers forms and other materials under possible adverse weather conditions, including extreme hot and cold. Requests assistance from DPW for heavy lifting and / delivery of large items.

Makes frequent and periodic contact with Town staff, the public/voters, vendors, lawyers, businesses, and state & federal agencies. Communication is frequently in person, by telephone, mail, and in writing and e-mail. Contacts require a high level of customer service.

Errors in judgment or omissions could result in monetary loss and delay in service with legal ramifications and/or potential liability.

Has access to confidential information and records.

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions –Town Garage		X		
Work in high, precarious places	X			
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking			X	
Sitting			X	
Talking & Hearing			X	
Using hands/fingers to handle/feel			X	
Climbing stairs		X		
Stooping, kneeling, crouching, crawling			X	
Reaching with hands and arms			X	
Tasting or smelling	X			

Bending, pulling, pushing			X	
Other-Driving	X			
Other-				

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)	X			
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)