

## Town Clerk

**Department:** Town Clerk / Town Council  
**Division:** N/A  
**Appointing Authority:** Town Council/Mayor

**Grade:** NR 5  
**Revision Date:** 6/18  
**Bargaining Unit:** Non-affiliated

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### Definition:

Routine and complex administrative, coordination, procedural, supervisory and training duties in the management, direction, and operation of the Office of the Town Clerk, Town Council, Elections, and Registrars of Voters pursuant to MA General Laws and Town Charter; accountable for reliable and timely implementation of services relating to duties such as Public Information, Records Management, Licensing, Chief Election Officer, Legislative Administrator, Census/Voter Registration Administrator; and Local Registrar of Vital Records and Statistics; all other related work that is logical to the position as required.

### Nature of Position:

The position is elected pursuant to Greenfield Home Rule Charter by the Town Council, and serves for a term of three (3) years and until a successor is chosen and qualified. The Town Clerk serves as the Clerk of the Town Council.

### Supervision:

Works under the broad policy direction of the Mayor and Town Council, under the policy direction of the Director of General Administration and under the direct supervision of the Mayor or designee for day to day administrative direction.

May supervise four or fewer employees on a regular basis. Supervises and provides training for up to 40 or more part-time election workers.

Serves as the town's Records Access Officer (RAO) to supervise public records request.

### Environment:

Duties are performed under typical office conditions. Operates standard office equipment. Noise levels are usually quiet to moderate noise.

Performs varied and highly responsible functions requiring extensive independent judgment and discretion in the interpretation and application of laws, rules, regulations, and departmental policies, procedures and methods, including the administration of town employee union contracts and personnel policies.

Has custody of highly confidential records subject to non-disclosure or limited disclosure pursuant to statutory prescription.

Has frequent contact requiring perceptiveness with employees, Town Councilors, departments, committees, state and federal agencies, outside organizations and the general public.

Errors in judgment and administration may result in damage to or loss of information, delay in or loss of service, possible monetary loss, or adverse legal or financial consequences, as well as impact on employee morale, or cause confusion and delay and lead to adverse public relations to the Town.

**Essential Functions:** (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. 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.)

Acts as Clerk to the Town Council; including meetings, agendas, interaction and assistance to Councilors, record keeping, minutes and votes; attends all council meetings, serves as official recorder of council proceedings; responsible for the processing of all licenses and permits granted by the council. Revises and updates the city code based on actions taken by the council; provide annual addendum to all departments to help assure that their operations conform to ordinance. Work hours may reasonably include night or weekend meetings as scheduled and is in addition to meeting the minimum weekly hours.

Plans, organizes, and directs all activities of Town Clerk's and Board of Registrars' functions; staff, schedule, and provide for the training and development of personnel and election officials in accordance with MGL and Town By-laws; supervises office staff in responding to customer requests for information on census, registration, election, vital statistics and other functions of the office. Interprets relevant statutes, bylaws, regulations, policies and procedures of the office and directly participates in resolution of more complex issues and concerns of the public.

Performs highly responsible functions providing professional advice to the Mayor, City Council, and various city boards, commissions and committees, concerning the development, implementation, management and administration of the policies, goals, regulations, and statutory requirements related to vital statistics, voter registration and elections, the annual census, Town Council, and the issuance and recording of documents in conformance with applicable state and local laws.

Ensures that appropriate processes, notifications and procedures are adhered to in the making of legislative policy by the Town, and of managing public access to information in accordance with Public Records Law and other relevant statutes, and with Town By-laws or ordinances; responsible for the maintenance, disposition, and long term preservation of records created by and/or in the custody of the Town Clerk; and for advising town departments, boards, and commissions about records management practices.

Receives and maintains town records and acts as a repository for a variety of unrelated document filings including but not limited to issuing a variety of licenses, permits, filings or certificates including dog licenses, , Business Certificates, Certificates of Registration, Close out sales, Physician Registration, Declaration of Trusts, petitions for location of street lights, poles, and gas lines; filings and statements under the conflict of interest law, and claims against the town.

Responsible for administration of oath of office of appointed or elected officials, maintains membership lists of boards/committees; posts all meeting notices in compliance with open meeting law, custodian of the town seal, maintains official listings, administers retention/disposition schedules, advises departments and officials on Open Meeting Laws, Conflict of Interest law and other applicable General Laws.

*Public Records:* Responsible for processing, verifying, routing, registering, indexing, maintaining, and certifying vital records including births, deaths, marriages; issuing related licenses; collection and accounting for related fees; certifying town actions, documents, and compliance with legal time requirements; determining whether statutory criteria have been met for changes in and access to certain vital records; preparing related reports. Responsible for the receipt and reconciliation of department cash receipts and turnovers, , payroll processing, and schedules of payment.

*Elections:* Plans, organizes, publicizes, conducts, certifies and prepares reports on federal, state, and local elections; advises local election candidates regarding campaign finance law including explanation of requirements and filings. Establishes, reviews and updates all election procedures subject to statutory requirements; prepares and issues publicity and mailings regarding election activities, schedules and locations; works with local election candidates and political organizations to advise on campaign practices to comply with election laws and regulations; may assist to recruit and trains, schedules and supervises election workers; supervises set up of polling locations, elections machines, and location and procedures for compiling elections results; and prepares and certifies official election results and related reports and all requisite reporting functions, in accordance with the General Laws; extensive use of the Commonwealth's Voter Registration Information System (VRIS).

*Voter Registration:* Manages town voter registration activities in conjunction with the Board of Registrars. May serve as a member of the Board if appointed or in accordance with State law or the Town Charter; issues press releases, advertisements, mailings and signs to inform the public of registration activities and schedules; schedules registration sessions; recruits, trains and supervises related personnel; prepares voter lists in various formats for use at election polls and by the public in accordance with the General Laws and extensive use of VRIS system.

*Town Census:* Manages preparation of the town census, including designing forms and instructions; contracting with printers and mailers; supervising data entry personnel; developing and implementing procedures to ensure quality control of the database; and updating local computer programs to produce all census-related reports requested locally under public records law.

### **Minimum Qualifications:**

**Education and Experience:** Associates's degree in public administration, government, records management, or closely related field, with B.A. in business management, records management, public administration or closely related field preferred. Five years of municipal or related experience or equivalent or any combination of education and experience that enables performance of all aspects of the position.

Has attained certification or willingness to become certified as a Municipal Clerk through the International Institute of Municipal Clerks and/or the Massachusetts City and Town Clerk Association.

**Knowledge, Ability and Skill:** Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; familiarity with database programs and computer hardware and software systems.

Requires sophisticated management and interpersonal skills; comprehensive knowledge of theories, principals, techniques of records management. Knowledge of municipal government operations.

Ability to interact in a positive and effective manner with personnel at all levels of authority and the public. Ability to communicate clearly and concisely in writing and orally. Strong organizational skills in a multi-task environment. Ability to analyze, plan and implement projects independently. Must perform all aspects of job responsibilities with honesty and integrity.

Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations. Working knowledge of customer service techniques including ability to listen and evaluate on an impartial basis; ability to exercise patience and self-control; and ability to

evaluate and process information presented. Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices. Skill in operation of tools and equipment.

Ability to produce highly accurate and detailed work; ability to recognize Town-wide priorities and work cooperatively to support their accomplishment; ability to interpret and apply relevant facts, statistics, procedures, regulations or laws and to manage organizational and community relations; ability to lead employees through changes in objectives and services and to motivate them to work together as a team.

**Physical Requirements:** Regular lifting and carrying of files, documents, and records under typical office conditions, but must occasionally lift and/or move up to 70 lb. voting machines. Ability to operate standard office equipment and voting machines. Frequent sitting, talking, hearing and mental concentration necessary, extended periods at computer and on telephone; use of hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms; specific vision requirements include close vision and the ability to adjust focus. Must be able to communicate and be understood clearly.

**Special Requirements:** Must successfully pass CORI/ SORI checks. Must have a valid Class D Driver’s license.

*(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.)*

**Approved:**

EXECUTED 06/08/2018 AND ON FILE IN THE HR DEPARTMENT

\_\_\_\_\_  
Human Resources Director

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Date  
Revision History: 11/72; 1/79; 1/14, 3/18, 6/18

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Mayor

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Department Head