



37.5 hrs.		Clerk		Job Description	
Direct Report	Town Clerk	Grade	B	\$35,071 - \$43,606	
Department	Administrative Services	FLSA	Non-Exempt		
Division	Town Clerk's Office	Bargaining Unit	Non- Union		
Date	December 2014	Location	Town Hall		

### Summary

Performs a variety of routine clerical, secretarial, and administrative work in keeping official records and providing administrative support to the staff, programs, and services of the Town Clerk's Office. Issues vital records, permits, and/or licenses, assists with elections and census, and acts as point of contact for customer inquiries.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Performs routine clerical and secretarial work providing customer assistance, cashiering, data processing, and bookkeeping.
2. Answers incoming phone calls and receives the public in person; provides information and responds to questions and inquiries from employees, citizens, and others; directs person or routes caller to the appropriate person or department as needed. Researches issues as needed to resolve problems.
3. Collects taxes, bills, or other payments due to the Town, and records their payment.
4. Processes and responds to requests for vital records via mail.
5. Processes the annual census.
6. Performs various tasks related to primaries and elections, including certifying signatures for nomination/petition papers and working with the Voter Registration Information System.
7. Issues various permits and licenses, including raffle and bazaar permits, dog tags, etc.
8. Process Vitals Information Partnership (VIP) birth certificates.
9. Reconciles data for specific accounts and payroll, and resolves discrepancies in accordance with established procedures.
10. Prepares and monitors work orders.
11. Processes outgoing mail and receives, stamps, and distributes incoming mail.
12. Composes, types, and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.
13. Processes claims and vouchers for payment; verifies budget coding.
14. Checks expenditures to ensure that they are within budgetary limitations.
15. Disburses Town funds upon approval of warrants, vouchers, coupons, or bonds.
16. Maintains a daily cash balance; balances cash on hand against receipts; prepares and balances deposits; makes a listing of deposits by accounts; examines receipts for accuracy and completeness; and deposits monies into bank.
17. Prepares periodic utility, financial, statistical, or operational reports as assigned.
18. Prepares all weekly accounts payable checks for distribution.
19. Inputs data to standard office and department forms; makes simple postings to accounts; and compiles data for various reports.
20. Plans conferences and training sessions; coordinates travel plans for staff.
21. Prepares records such as notices, minutes, and resolutions.
22. Acts as custodian of departmental documents and records. Maintains departmental personnel records.
23. Establishes and maintains filing systems, control records, and indexes using moderate independent judgment.



## Clerk, Administrative Services (Town Clerk's Office), Cont.

24. Maintains inventories and orders office supplies and materials for the department.
25. Operates radios as needed and assists in radio communications; operates base radio as required.
26. Schedules appointments and performs other administrative and clerical duties.
27. Serves as back-up for other Clerks.
28. Operates listed office machines as required.

### **Peripheral Duties**

1. Serves on employee committees as requested.

### **Supervisory Responsibility**

Generally none. May supervise volunteers or temporary staff as assigned.

### **Competencies**

Personal Effectiveness	Credibility / Confidentiality	Thoroughness & Attention to Detail
Communication Proficiency	Technical Knowledge	Customer Service
Discernment/Judgment	Adaptability	Problem-Solving

### **Work Environment**

Work is performed in an office environment. The noise level is usually moderately quiet.

### **Physical Demands**

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk, use hands to finger, handle, feel, or operate objects, tools, or controls, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Work Hours**

This is a full time position with typical 37.5 hours per week. Town Hall operating hours include 7:30 AM to 5:30 PM Monday, Wednesday and Thursday; Tuesday 7:30 AM to 7:00 PM. Hours will vary to include department coverage, occasional evening meetings and as projects require. Town Hall is closed on Friday's.

### **Minimum Qualifications**

1. Graduation from high school or GED equivalent, with specialized course work in general office practices such as typing, accounting, or data processing; and
2. Two (2) years of increasingly responsible, related experience; or
3. Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.



**Clerk, Administrative Services (Town Clerk's Office), Cont.**

**Special Requirements**

None.

**Additional Knowledge, Skills and Abilities**

1. Working knowledge of modern office practices and procedures;
2. Working knowledge of computers and electronic data processing;
3. Working knowledge of governmental accounting principles and practices;
4. Ability to perform cashier duties and arithmetic computations quickly and accurately;
5. Excellent customer service skills;
6. Excellent organizational and multi-tasking skills; ability to work under pressure and with frequent interruptions;
7. Ability to communicate effectively, orally and in writing;
8. Ability to maintain confidential information;
9. Working knowledge of modern records management techniques;
10. Ability to establish effective working relationships with supervisors, employees, other governmental agency representatives, Town officials, and the general public;
11. Skill in the operation of computers and assigned software, including Microsoft Office and Laserfiche;
12. Skill in the operation of all required tools and equipment, including copier, fax, scanner, postage machine, shredder, cash register, typewriter, and other office equipment. Ability to operate base radio may be required.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice as needed by the Town of Reading within the scope of departmental needs.

**Signatures**

This job description has been approved by all levels of management:

Town Manager: \_\_\_\_\_ HR: \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_