

**TOWN OF WAYLAND  
POSITION DESCRIPTION**

**Title:** Town Clerk  
**Department:** Town Clerk  
**Appointing Authority:** Town Manager  
**Affiliation:** Non-Union  
**Grade:** N-8  
**Personnel Board Approved:** 4/26/2022

**Summary of Duties**

Performs professional administrative and supervisory work in conducting elections, registering voters, recording and issuing vital records, conducting Annual Town Census, recording and maintaining Town Meeting records, maintaining official municipal records, issuing various licenses and documents, and serving as a source of public information on a wide variety of subjects relating to municipal government. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their direction and control. Performs varied and essential duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent handles significant amount of varied work, requiring independent direction, judgement and attention to detail.

**Supervision Received**

Works under the administrative direction of the Town Manager, in accordance with applicable Town Bylaws, Massachusetts General Laws and relevant state, federal and local regulations and standards.

**Supervision Exercised**

Supervises the activities and performance of and provides functional oversight to the Assistant Town Clerk, and all Town Meeting, Election, other office staff and temporary workers. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

## **Job Environment**

Work is performed in an office environment with frequent and often constant interruptions throughout the day; the noise level of the work environment is moderate. May be required to work extended hours outside of normal business hours for Elections, Town Meetings and other events as needed.

Makes regular contact with the general public, State offices, and other Town departments requiring excellent customer service skills. Most contacts are in person, fax, email, writing, and by telephone and involve discussing matters that range from routine to complex.

Operates state and town computers and peripherals and all standard office equipment such as copier, facsimile machine, telephone and electronic voting equipment.

Has access to a variety of confidential information, such as restricted vital statistics records; public information. The application of appropriate judgement, discretion and professional office protocols is required

Exercises broad authority, uses a high level of initiative, independent judgment and accuracy.

Errors could result in reduced levels of service, confusion and delay in the provision of services and could have legal and/or financial repercussions for the Town.

## **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 Chief Election Official; plans, organizes, publicizes, conducts and certifies all local, state and federal elections; prepares, receives and certifies names on nomination papers and of candidates for town elections; oversees maintenance and acquisition of voting equipment; manages voter registration activities in conjunction with the Board of Registrars; serves as a member of the Board of Registrars.

Responsible for campaign finance law administration, including explanation of laws and requirements and filings, serving as reference and resource.

Serves as local Registrar of Vital Records and Statistics; responsible for registering, indexing, maintaining and certifying vital records (birth, death, marriages); prepares and records affidavits and corrections for all amendments to vital records (adoptions, legitimization, paternity acknowledgements, gender reassignment).

Supervises the issuance of a variety of state and town licenses, permits and certificates, including dog licenses, raffle and bazaar permits, vendor licenses and doing business as

(DBA) certificates. Ensure maintenance of associated records and collection of fees.

Coordinate the Department's responses to requests for access to public records; assists individuals seeking public records in identifying the records requested; custodian of records; maintains and preserves public records.

Responsible for maintenance, disposition and long-term preservation of Town records, and for advising town departments, boards and committees about records management practice. Responsible for the town vault and the maintenance, disposition, and preservation of municipal archival records and materials.

Accurately records all actions taken at Annual or Special Town Meetings; maintains all related records; prepares and submits reports on Town Meeting actions to Attorney General and Department of Revenue; prepares certified copies of all Town Meeting actions.

Prepares and implements the Annual Town Census; prepares Annual Street List; serves as Wayland's liaison for the decennial federal census.

Interprets local, state and federal statutes, bylaws, regulations, policies and procedures that relate to town operations; maintains accurate records of all Town bylaws, rules and regulations;

Develops, administers and monitors department budget. Authorizes expenditures within approved levels

Serves as public information resource on a wide variety of subjects related to municipal operations; maintains department web site; assists in maintenance of all board and commission websites; maintain system and oversee postings of meetings of all government bodies; imparts information in regard to Open Meeting Law, Public Records Law and Conflict of Interest Law; administers Oath of Office to Town Officials and committee/board members.

Trains and supervises office staff in providing services and in responding to customer requests for information.

Serves as Notary Public and may serve as Justice of the Peace.

Performs special projects and related responsibilities as initiated and requested.

Performs other related duties as required, directed or as the situation dictates.

### **Recommended Minimum Qualifications**

#### **Education:**

Bachelor's degree in Public Administration, Business Management or related subjects and experience in municipal operations is desirable, including supervisory experience, or any equivalent combination of education and experience.

#### **Experience:**

Over 5 years of progressively responsible experience in public administration, records management, office management, or a related field; or any equivalent combination of education and experience.

### **Licenses/Certificates:**

Must be bondable.

Must attain Notary Public status within six (6) months.

Justice of the Peace preferred.

Must attain Certified Municipal Clerk (CMC) or Massachusetts Municipal Clerk Certification (CMMC) certification within four (4) years.

Valid Driver's license required.

### **Knowledge, Abilities and Skills:**

Knowledge: Thorough knowledge of state, local and federal statutes and regulations applicable to the duties and responsibilities of a Town Clerk's Office. Thorough understanding of municipal systems and related statutes, policies and procedures; familiarity with election processes; thorough knowledge of office procedures, practices and terminology.

Abilities: Ability to communicate effectively both verbally and in writing; ability to effectively deal with all customers in a courteous and tactful manner. Ability to establish and maintain good working relationships with town officials, departments, state agencies and the general public. Ability to work with a high level of detail, prioritize multiple tasks and deal effectively with interruptions. Ability to identify and analyze complex issues and to develop appropriate recommendations.

Skills: Strong leadership and supervisory skills. Excellent customer service and interpersonal skills. Skill in operating computers and utilizing appropriate software applications, including Microsoft Word, PowerPoint and Excel. Excellent organizational and recordkeeping skills.

### **Physical Requirements**

Position may require standing and mobility for long periods of time; operating a keyboard at efficient speed and sitting at a computer for long periods of time. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities include close vision and the ability to adjust focus.

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