

**TOWN OF WAYLAND
POSITION DESCRIPTION**

Title: Department Assistant - PT
Department: Town Clerk
Appointing Authority: Town Manager
Affiliation: Non-Union
Grade: N-3
Personnel Board Approved: 12/05/2022

Summary of Duties

Under the general direction and supervision of the Town Clerk, assists the Town Clerk in performing the clerical duties and responsibilities of the Town Clerk's Office. Work includes providing customer service in person or by phone, processing/preparing various licenses and permits and maintaining and update records. Position requires strict confidentiality.

Supervision Received

Works under the administrative direction of the Town Clerk, in accordance with applicable Town Bylaws, Massachusetts General Laws and relevant state, federal and local regulations and standards. In the absence of the Town Clerk, the Department Assistant works under the administrative direction of the Assistant Town Clerk.

Supervision Exercised

None.

Job Environment

Work 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 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

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.

- Provides information and responds to inquiries from the public, employees and Town officials in person, via telephone, email or mail.
- Performs all secretarial duties: i.e. typing correspondence and permits, filing, answering telephone, taking messages, making copies, sending facsimiles, receiving and forwarding facsimiles, maintaining all department records, maintaining computer and paper data bases, greets visitors; receives inquiries and complaints from the public and resolves or relays them for appropriate action.
- Prepares and issues licenses and permits in accordance with Town Regulations, By-Laws and Massachusetts State Laws.
- Maintains and updates census data and voter registration maintaining confidentiality as detailed in Massachusetts State Law.
- Assists Town Clerk in preparing for Federal, State and Local elections.
- Assists the Town Clerk in preparing for Town Meetings.
- Files Zoning and Planning Board applications and decisions, board minutes, cemetery deeds and business certificates and other documents as required by Massachusetts Statute and Regulations.
- Answers and researches requests for historical records of the Town.
- Ensures office security, confidentiality and vault exclusivity.
- Reviews and distributes incoming mail; answers and transfers phone calls; takes messages for department.

Recommended Minimum Qualifications

Education: High School diploma required, Associate's Degree in related field or endeavor preferred.

Experience: 2 years of related administrative experience required; experience working in a municipality or government setting preferred.

Substitution: An equivalent combination of education and experience may be substituted for listed requirements at the discretion of the hiring authority.

Licenses/Certificates: Valid Driver's license required.

Knowledge, Abilities and Skills:

Must be detailed oriented and have excellent clerical and administrative skills.

Must have strong computer skills.

Must have excellent customer service skills.

Must be able to establish and maintain effective work relations.

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