



Town of Shutesbury

Town Clerk Job Description

Department: Town Clerk

Union Status: Non-Union / Non-Aligned / Exempt

Reports to: Town Administrator

FLSA Status: Exempt

Hours: 25 per week

Salary Range: Up to \$38,161 annually

General Summary: The Town Clerk performs highly professional, responsible administrative, and supervisory work in accordance with Massachusetts General Laws and Town bylaws. This role involves managing the staff and operations of the Town Clerk's office and being responsible for the development, implementation, security, and maintenance of record-keeping systems. The Town Clerk serves as the chief election official, working with the Board of Registrars to manage voter registration and election processes. Key responsibilities include recording and issuing vital records, conducting the annual Town Census, maintaining official municipal records, issuing various licenses and documents, and serving as a primary source of public information relating to the Town. The position requires significant independent judgment and initiative in planning, organizing, and directing the work of the department and interpreting applicable laws and ordinances. The Town Clerk also serves as a member of the Town Administrator's administrative team and provides constituent services.

Supervision:

- **Received:** The Town Clerk performs duties under the general direction and broad supervision of the Town Administrator, who outlines policy, assigns areas of responsibility, and evaluates performance. Regular duties are performed independently, within applicable State and local laws, policies, and procedures. The role involves highly responsible duties requiring the exercise of independent judgment and discretion in interpreting and applying laws and ordinances.

- **Exercised:** The Town Clerk is responsible for supervising the Assistant Town Clerk and operations within the department. This includes recommending new hires, participating in staff selection, training, developing, motivating, evaluating, scheduling, and assigning responsibilities for office staff and others involved in the election process. The position typically supervises two or more full-time equivalent employees and additional part-time personnel during voter registration and elections.

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.)

- **Elections and Voter Registration:**

- Serves as the Chief Election Officer for the Town and Clerk of the Board of Registrars.
- Manages, plans, organizes, publicizes, and conducts all local, state, and federal election processes, including voter registration activities, absentee balloting, and early voting.
- Ensures elections are fair and accurate, coordinates polling locations, prepares election materials, and certifies election results.
- Recruits, supervises, and trains election officers and poll workers.
- Maintains complete and updated street lists and voter lists, including the annual register of voters and resident listing.
- Manages and updates voter records in the state voter database (VRIS).
- Certifies petitions and nomination papers for elective offices or questions.
- May assist with the implementation of ranked choice voting.
- Plans and executes annual and special Town Meetings, reviews and attests warrants, records votes, and maintains records of actions taken. Aids the Town Meeting Moderator as necessary.

- **Records Management and Public Information:**

- Serves as custodian of all official Town records and public documents, including bylaws, vital records, resolutions, contracts, deeds, and bonds.
- Develops, implements, and manages record retention and archival systems to ensure records are safely, legally, and efficiently maintained.

- Serves as the Primary Records Access Officer for the Town, providing access to public records in electronic or printed form and maintaining logs of requests and responses.
- As "Keeper of the Seal," attests by signature to documents requiring town certification.
- Responsible for the maintenance, updating, and indexing of vital statistics (births, deaths, marriages), issuing certified copies, and submitting reports to the State. Assists the public in genealogical research.
- Receives notices of injury, tax liens, appointments, resignations, and legal claims against the Town.
- Maintains records of all minutes and actions of all town boards and committees.
- **Town Governance and Compliance:**
 - Assists with the implementation of the Town Charter.
 - Attends and records actions taken at Town Council/Board of Selectmen meetings, prepares official records of proceedings, and supervises indexing, filing, and distribution of copies.
 - Submits adopted legislation to the Attorney General for approval and forwards Town Meeting/Council actions to appropriate parties.
 - Administers the oath of office to elected and appointed public officials and maintains a record of the oath.
 - Ensures all elected and appointed officials observe State's Open Meeting Law, Conflict of Interest Laws, and Campaign Finance Laws, and provides related regulations.
 - Monitors compliance with mandatory Commonwealth's Ethics training requirements.
- **Annual Census and Street Listing:**
 - Directs and administers the annual Town Census to maintain accurate resident and voter lists.
 - Produces the annual street listing and prepares a list of potential jurors for the Jury Commissioner.

- Serves as the Town's designee regarding the completion of the Federal Census.
- **Licensing and Permits:**
 - Directs the issuance or recording of municipal licenses, including business, dog, and other permits, and serves as burial permit agent.
 - Maintains records of licenses issued, ensures compliance with regulations, and oversees the collection of associated fees.
 - Serves as a Notary Public.
- **Department Management and Administration:**
 - Manages and supervises departmental operations to achieve objectives, utilizing available resources.
 - Prepares and manages the annual departmental budget.
 - Communicates regularly and coordinates activities with other departments.
 - Oversees the functions of the Passport Acceptance Facility.
 - Develops and implements management practices to improve the maintenance and updating of official public records and filings.
 - Responsible for establishing, updating, and maintaining computer systems and software applications in support of division operations.
 - Maintains the Town Clerk website and supplies content for social and print media.
- **Other Duties:**
 - Performs other associated duties as assigned or as the situation dictates.
 - Attends training programs and seminars to maintain knowledge of current local, State, or Federal rules, regulations, and laws pertaining to municipal Town Clerk services.

Minimum Qualifications:

- **Education & Experience:**
 - A High School Diploma is required. Bachelor's Degree in Public Administration or a related field is preferred. Five to seven (5-7) years of progressively responsible experience in municipal government in a

supervisory capacity is highly desirable. At least four (4) years of related experience with an Associate's Degree is also acceptable.

- Experience as a Town Clerk or Assistant Town Clerk is highly preferred.
- Any equivalent combination of education, training, and experience may be considered.
- **Certifications & Licenses:**
 - Must be bondable.
 - Valid Massachusetts driver's license is required.
 - State Certification as a Notary Public is strongly preferred or the ability to obtain it within one (1) year of hire.
 - Certification by the Massachusetts Town Clerks Association is strongly preferred or the ability to obtain it within one (1) year of qualifying.
- **Knowledge, Ability, & Skill:**
 - Thorough knowledge of local, State, and Federal statutes and regulations applicable to the duties and responsibilities of a Town Clerk's office, including Massachusetts General Laws, Town bylaws, and the Town Charter.
 - Extensive knowledge of office practices and procedures, and modern records management techniques, including legal requirements for recording, retention, and disclosure.
 - Strong computer skills, including significant experience using Microsoft Excel, Access, and Word, and knowledge of computer systems and software applications used in division operations.
 - Excellent communication skills, both verbal and written, with the ability to interact effectively and appropriately with the public, employees, other departments, and officials.
 - Strong leadership and supervisory skills, with the ability to plan, organize, motivate, and evaluate assigned staff.
 - Ability to accurately record, maintain, and generate records, and to establish and maintain detailed and complex record-keeping systems.
 - Ability to conduct research, respond to a variety of inquiries, multitask, prioritize work while dealing with frequent interruptions, time deadlines, and occasionally disgruntled members of the public.

- Ability to apply legal interpretations and precedents to daily activities and to properly interpret and carry out the laws of the Commonwealth and Town.
- Ability to establish and maintain effective and harmonious working relationships with all stakeholders.

Work Environment & Physical Demands: The role involves frequent contacts with the general public, department heads, other town officials, and state and federal agencies, occurring in person, in writing, by telephone, and via standard reports. The employee may spend extended periods at a computer terminal, on the telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity. Specific vision abilities required include close vision and the ability to adjust focus. The employee must occasionally lift and/or move up to 25 – 50 pounds, with lifting and carrying of files, documents, and records, and occasional movement/placement of election equipment and setup.

A flexible schedule including attendance at evening meetings (e.g., Town Meeting, Board/Committee meetings) is required.

The Town of Shutesbury is an Equal Opportunity Employer. We are committed to a diverse and inclusive workplace and do not discriminate on the basis of race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or any other status protected under Massachusetts state law.

NOTICE:

- The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. 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.
- 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.