

TOWN OF SOUTHBOROUGH



OFFICE OF THE PERSONNEL BOARD

TOWN HOUSE · 17 COMMON STREET · SOUTHBOROUGH, MASSACHUSETTS 01772-1662
(508) 485-0710 · FAX (508) 480-0161 · personnel@southboroughma.com

TITLE: Administrative Assistant

Department: Town Clerk

SAP Grade: 2

Bi-weekly Hours: 39

Reports to: Town Clerk

**Approved by Personnel Board:
December 13, 2023**

**Approved by Appointing Authority:
November 1, 2023**

Position Purpose:

Under general supervision of the Town Clerk, performs administrative and support work in the Town Clerk's Office which includes providing high-quality customer service, ensuring that the office's daily operations are executed in a timely and accurate manner, and completing various improvement projects as assigned.

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.

- Reviews submitted agendas for compliance with the Open Meeting law; reviews all minutes and supporting documents for all boards and committees and adjusts documents as necessary to ensure compliance with the Americans with Disabilities Act, and posts documents to the town website; requires in-depth understanding of Open Meeting Law, Town bylaws, and Public Records Laws;
- Independently analyzes issues and suggests corrections to board and committee members to ensure compliance with Town bylaw and state rules and regulations;
- Assists in administration of local and state elections including assisting the office on the day of the election and support leading up to the election. This includes but is not limited to: Voter Registration, processing Absentee and Early Voting ballots, ballot preparation, as well as certifying petition and nomination papers;
- Performs general maintenance on Voter Registration Information System (VRIS);
- Assists with the Annual Town Census, Street Listing, Confirmation Mailings, and processing of returns;
- Resolves routine customer service inquiries in a thoughtful, accurate, and timely manner for citizens via telephone, mail, and email as well as in-person;

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- Maintains positive relations with customers, including current and former residents, other municipal departments, local officials, state agencies, and other entities; independently resolves issues as they arise;
- Creates and maintains vital records including birth, death, and marriage records utilizing the state's Vitals Information Partnership (VIP); files regular reports with the Department of Public Health as required;
- Maintains dog license program including the issuance of licenses, data maintenance, and follow-up with owners; coordinates actions of Animal Control Officer and Southborough Police Detective to ensure recalcitrant dog owners pay overdue fines; requires great tact when dealing with residents who have lost pets or are late paying fees;
- Records and issues various local permits, including DBA "Doing Business As" certificates, raffle permits, and flammable storage permits;
- Responds to resident inquiries including Notary Public certifications, and historical, legal, and genealogical research.
- Supports the Town Clerk in the preparation of Voter Lists, signage, and other tasks;
- Assists the Town Clerk and Deputy Town Clerk at Town Meeting. After Town Meeting, assist with procedures necessary for the submission of new bylaws to the Attorney General for approval;
- Maintains the electronic and paper filing systems for the Town Clerk's department;
- Maintains records of cemetery lots purchased;
- Identifies and brings to the Town Clerk's attention, any operational improvements that may improve the functioning of the office;
- Supports and assists the Town Clerk's office in all office functions as needed.

Recommended Minimum Qualifications

Education, Training, and Experience:

Five years of progressively responsible municipal/public/private sector experience is required.

Bachelor's degree in business, public administration, or related field required.

General knowledge of local government functions, working knowledge of office administration, database management, financial record keeping, and automated office systems and procedures; proficient in Microsoft Excel, Word, Access, and Adobe Acrobat.

Special Requirements/Licenses:

Must be eligible to become bonded and become a Notary Public and a Commissioner to Qualify

Knowledge, Ability, and Skill:

Knowledge: Duties require general knowledge of local government functions, working knowledge of office administration, database management, financial record keeping, and automated office systems and procedures;

Abilities: Must have a demonstrated history of providing positive customer service and resolving customer complaints quickly and effectively; must have a demonstrated history of improving office efficiency and productivity through innovation; must have a demonstrated history of successfully interacting with people from all walks of life in a respectful manner.

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Skill: Proficiency in Microsoft Excel, Word, Access, and Adobe Acrobat are required.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Significant portions of daily assignments involve manual skills requiring eye and hand coordination with finger dexterity for typing, computer operations, filing and operation of the voting machines. Work involves occasional light to moderate exertion of physical effort in moving or carrying lightweight materials or equipment weighing up to 25 pounds. Work may involve standing or walking more than 50% of working time. During election periods, the workday will often be longer than 8 hours and will include weekend work.

Supervision:

Supervision Scope: Under general supervision, functions in accordance with established departmental procedures and practices, referring to the Town Clerk for clarification of departmental policies.

Supervision Received: The Town Clerk supervises this position.

Supervision Given: None.

Job Environment:

- Has financial responsibilities and is accountable for meeting standards set by the department head and Financial Departments. In the absence of the department head, has the authority to sign payables, payroll, and documents on behalf of the Registrars of Voters. Errors could have substantial financial and legal repercussions and result in adverse publicity.
- While the majority of work is performed within the office, work is required during elections at schools. During election periods there will be required work outside of regularly scheduled hours.
- Operates and maintains standard office equipment, election tabulators, PollPad equipment.
- Has contact with additional personnel, various department heads, town officials, contractors, representatives of state agencies, and the general public which requires perceptiveness and discretion.
- Has access to various forms of department and state related confidential information including, but not limited to, confidential voter data which is restricted access, personnel records, and legal issues.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do 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.

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

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.

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Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer

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