**Town of West Tisbury, MA**

 **Position: Department Clerk**  **Department: Various**

**Position Purpose:**

The purpose of this position is to perform a range of administrative and clerical support services to assist various Boards, Committees, and Commissions. This position is to perform responsible clerical and administrative work of moderate difficulty and responsibility in supporting the operations; performs all other related work as required.

**Supervision:**

*Supervision Scope:* Performs varied routine duties that are clearly defined by protocol and standard operating procedures. This role requires basic knowledge of departmental operations.

*Supervision Received:* Depending on the department works under the direct supervision of the Department Head, Board Administrator or Town Administrator.

*Supervision Given:* None.

**Job Environment:**

Work is performed under typical busy municipal office conditions; work environment is moderately noisy.

Operates an automobile, computer, calculator, telephone, copier, facsimile machine, and other standard office equipment.

Interacts with other local government offices, businesses, organizations, the general public, and town officials and departments. Contacts are in person, by phone, and via mail and email and consists of an information exchange dialogue.

Has access to department-related confidential and/or sensitive information including personal and property related files. Employee must maintain confidentiality.

The employee may be required to work outside of normal business hours in order to accommodate Town Body meeting preferences.

Errors in judgment could result in hardship to the town's citizens, lower standards of service to the community, monetary loss or legal repercussions and possible negative public relations for both the department and 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.)*

The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved or sought on behalf of the Town Body to whose service the employee is designated.

Performs all general clerical duties including typing, filing, data entry, answering the telephone opening mail, etc. Sends out notices and mails various types of material and information as directed. Maintains effective filing system and updates records on the computer and manually. Processes permits, licenses and other documents.

Takes minutes as required, in person or from recording device. Types minutes and sends draft copies to Chair of Committee or Board. Makes corrections as needed and submits to Town Clerk when approved by Committee or Board.

Assistants customers to fill out forms and applications. Processes various forms and applications. Makes copies and distributes various reports.

Help to establish and maintain central file system for Boards, Commissions and Committees. Files Board, Commission and Committee for the department.

Enters data into permit software for the department as needed.

Composes and files correspondence as required; types reports, and other records. Prepares formats and administers official documents.

Grant research, participation in writing requests, reports and other associated functions.

Performs similar or related work as required, directed or as situation dictates.

**Recommended Minimum Qualifications:**

Education, Training and Experience:

High School Diploma required, Associate’s or Bachelor’s Degree preferred; 2 - 4 years of Administrative experience or related field preferred; experience working with computers; experience working with the public and responding to customer service requests or any equivalent combination of education and experience.

Special Requirements:

A valid Massachusetts motor vehicle license is required.

Knowledge, Ability and Skill*:*

Knowledge*:* Basic knowledge of the municipal administration process, basic knowledge of the functions of municipal government, basic understanding of the interaction between local government, state government, and federal government, basic working knowledge of business administration, practices, general office procedures, and applicable local, state, and federal laws.

Knowledge: Knowledge of office operating practices and procedures including Open Meeting laws and Town Bylaws as they relate to the respective Town Bodies to whose service the employee is designated. Knowledge of technology including but not limited to office software (word processing and spread sheet applications) and the Internet in support of department operations.

Ability*:*  Ability to plan, organize and collaborate with others, ability to communicate effectively, ability to establish and maintain effective working relationships with all town employees, board/committee members, officials and the general public, ability to recognize town-wide priorities and work cooperatively to support their accomplishment, ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure, ability to operate a computer and proficient in the use of MS Office applications and database applications.

Ability: Ability to work independently, and be self-motivated. Ability to establish and maintain effective working relationships with employees of the Town as well as citizens of all ages and to deal effectively with disgruntled members of the public. Ability to manage multiple tasks in a detailed, accurate, timely and effective manner. Ability to take initiative in responding to various requests for information or in response to a wide range of issues impacting the services of the respective departments to whose service the employee is designated.

Skills: Excellent customer service and organization skills; excellent written and verbal communication skills; excellent computer skills including MS Office applications. Excellent data entry and Internet usage skills.

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*.

Employee is regularly required to walk, stand, sit, communicate, and hear; ability to handle, feel or operate objects, tools, or controls, and reach with hands and arms as in picking up paper, files, and other common office objects. Occasionally lifts/moves objects weighing up to 10 to 30 pounds. Vision and hearing at or correctable to normal ranges.

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