

Town Clerk

Town of Wilmington, Vermont

Classification

Exempt, Salaried.

Salary

Budgeted

\$50,923

Elected Position

Date

March 3, 2020

Job Description

SUMMARY

The Town Clerk is a duly elected position in town government. When the office is vacated prior to the end of the 3-year term, the Selectboard is the appointing public body. An appointment by the Selectboard lasts until the next election. The Town Clerk works with the Town Manager in a “spirit of cooperation” carrying out day-to-day responsibilities as provided by statute. The Clerk is responsible for planning, directing, managing and general oversight of all activities and operations in the Office of the Town Clerk, fulfilling all requirements, including local, state and federal laws. It is expected that an appointed Town Clerk will run for the Office of Town Clerk in the next election. The Town Clerk must have excellent managerial skills, and possess highly effective community relations and interpersonal skills, exercising supervision over staff in their mission to provide services, while coordinating activities with state and local agencies.

The Wilmington Town Clerk is responsible for all activities of the Office of Town Clerk, including but not limited to the following:

DUTIES AND RESPONSIBILITIES

- Direct authority arises from statute to perform Town Clerk duties; those duties must be performed to the satisfaction of the electorate.
- Assumes full management responsibility for all Town Clerk services and activities; establishes priorities; develops, administers and enforces policies and procedures consistent with national and state accepted standards and best practices; responsible to the electorate, while working in a “spirit of cooperation” with the Town Manager.
- Establishes appropriate service and staffing levels, within Town policy, budget and state statute; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly.
- Appointments made with respect to staffing levels are made independently by the Town Clerk, based on the budgetary considerations.

- Administers all elections including voter registration, manages the Statewide Voter Checklist at the local level, and recording proceedings of annual and special meetings.
- Records/processes/indexes land records including deeds, mortgages, liens, surveys, and other legal documents.
- Files, indexes and issues vital records including births, deaths, marriages, and civil unions.
- Acts as Clerk to the Board of Civil Authority and Board of Tax Abatement.
- Processes motor vehicle registration renewals.
- Issuance of licenses including tobacco, liquor, dogs, marriage and civil unions.
- Customer Service by assisting walk-in customers, phone inquiries, title searchers, attorneys, etc.
- Connects customers to meet their needs, answers questions or directs them to the right place in the building, throughout local government or state government.
- Receives/records/transmits all Town Clerk revenues.
- Manages grants specific the Office of Town Clerk.
- Prepares and manages Town Clerk budget, includes account payables and account receivables, in cooperation with the Finance Officer.
- Develops the annual budget in cooperation with the Town Manager and Selectboard.
- Custodian of Public Records, responsible for disposition, protection, and retention of town archives.
- Administers oaths, posts public notices and prepares meeting minutes.
- Prepares press releases, occasional ads, and other public information material and responds to requests from the press.
- Creates spreadsheets and written documents.
- Develops/maintains systems to manage data.
- Develops/maintains Standard Operation Procedure manual.
- Oversees and participates in the development and administration of the Office of Town Clerk's budget; manages and forecasts funds needed for staffing, equipment, materials, and supplies; approves expenditures and implements budgetary adjustments as appropriate.
- Develops and manages any grants; through research, acquisition and implementation.
- Ensures compliance with Vermont rules and regulations; and applicable provisions of Vermont Statutes Annotated; and accepted best practices.
- Maintains official ordinances and town documents.
- Issues licenses and permits.
- Acts as keeper of community history and vital records.
- Receives, distributes and files correspondence from citizens and other governmental agencies.
- Administers elections, registration and voting.
- Acts as a key liaison between local government and its citizens.
- Represents the Office of Town Clerk to other departments and organizations, elected officials, and outside agencies; coordinates assigned activities with those of other departments, outside agencies and organizations.

- Responds to and resolves difficult and sensitive citizen inquiries and complaints in a timely manner; explains Office of the Town Clerk programs, policies and activities.
- Attends and participates in professional group meetings, and increases professional knowledge and development; maintains awareness of trends and developments in the field of Municipal Clerks; incorporates new and emerging developments and best practices, as appropriate.
- Reviews and evaluates Office of Town Clerk regulations, policies and procedures on an annual basis with staff and interns; ensures compliance by all members.
- Reviews Town rules, regulations, policies and procedures on an annual basis with all staff and interns; ensures compliance by all members.
- Manage all record keeping activities, and ensure that reports are maintained and submitted or filed on time (i.e.: federal, state and local); including all records necessary to maintain and upgrade Office of Town Clerk services.
- Enlist volunteers or hire paid staff to manage Australian ballot voting, special and town meetings, etc.
- Performs all other duties as required of a Town Clerk.

KNOWLEDGE, ABILITIES, COMPETENCIES

Knowledge

- Operations, services and activities of a comprehensive Office of Town Clerk and associated programs, services and operations.
- Advanced principles and practices of program development and administration.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Office of Town Clerk or Municipal Clerk theory, principles and practices, and their application.
- Recent court decisions and how they affect Office of Town Clerk operations.
- Methods and techniques of public relations.
- Pertinent federal, state and local laws, ordinances, codes and regulations related to Town Government and the Office of Town Clerk.
- Principles and practices of municipal organization, administration and personnel management.
- Principles and practices of municipal budget preparation and administration.
- Collaborative approaches to problem-solving, relationship building, community engagement and leveraging available resources.

Ability

- Manage and direct a comprehensive program to include but not limited to associated programs, services and operations for the Office of Town Clerk.
- Performs customer service skills professionally, both on the phone and in-person.
- Identify and respond to sensitive community and organizational issues, concerns and needs.
- Plan, organize, direct and coordinate the work of staff.
- Delegate authority and responsibility, when and where appropriate.
- Recruit, select, supervise, train and evaluate staff.

- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze and evaluate new service delivery methods, techniques and best practices.
- Prepare clear and concise administrative and financial reports.
- Prepare and administer complex budgets.
- Interpret, apply and make decisions in accordance with applicable federal, state and local policies, regulations and laws.
- Retain presence of mind and act quickly yet calmly in emergency situations.
- Meet the physical requirements necessary to safely and effectively perform assigned and expected duties as a Town Clerk.
- Operate modern office equipment and computers, including applicable computer skills, software applications, and data entry at a high rate of proficiency.
- Train/teach the public to use multiple town resources (i.e.: grand list, tax maps, public computer).
- Gain cooperation through discussion and persuasion.
- Mediate and resolve conflict in a timely yet thoughtful manner.
- Demonstrate tact and diplomacy at all times.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with all persons.

Competencies

- Ethical Conduct and Decision-making
- Stress Management/Composure/Sense of Humor
- Problem-solving/Analysis/Interpretation
- Multi-tasking, with interruptions
- Communication Proficiency
- Strategic Thinking
- Teamwork Orientation
- Diversity and Inclusion
- Technical Capacity (i.e. computers and software)
- Time management
- Attention to detail
- Friendly

Environment

Work is generally performed in a standard office setting, with some field travel to various locations to establish and manage voting and town meeting environments, attend meetings, training, supervise and/or perform related duties. Periodically, work extended hours, including evenings and weekends and may be required to travel outside of town boundaries with a personal vehicle.

Physical

Primary functions require:

- to work in an office setting on a constant schedule;
- to frequently participate in meetings, training, Board of Civil Authority, Board of Tax Abatement
- to constantly walk, stand or sit for prolonged periods of time;
- to frequently stoop, bend, kneel, crouch, reach and twist;

- to occasionally lift, carry, push and/or pull light to moderate amounts of weight; estimated at 50 lbs. to waist height and 20 lbs. overhead;
- to constantly operate office equipment requiring repetitive movement and fine coordination including use of a computer keyboard;
- to infrequently operate a personal vehicle travelling to various locations both locally and outside of Town;
- to constantly and effectively communicate both orally and in writing.

Vision

Ability to see in the normal visual range with or without correction.

Hearing

Ability to hear in the normal audio range with or without correction.

Training

Willing to attend training and achieve Town Clerk certificate of completion;
Advanced certification(s) preferred.