



Town of Whitingham

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POSITION TITLE: TOWN CLERK

NATURE OF POSITION

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 all positions 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 the appointed Town Clerk will run for the Office of Town Clerk in the next election. The Town Clerk must have excellent organizational 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 Whitingham 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 all positions.
- 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.

- Administers elections, registration and voting.
- Enlist volunteers or hire paid staff to manage Australian ballot voting, special and town meetings, etc.
- 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.
- Issuance of licenses: dogs, liquor, and marriage.
- 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.
- Develops and manages any grants specific to the Office of Town Clerk; through research, acquisition and implementation.
- 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.
- Prepares and manages Town Clerk budget, includes account payables and account receivables, in cooperation with the Treasurer.
- 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.
- Ensures compliance with Vermont rules and regulations; and applicable provisions of Vermont Statutes Annotated; and accepted best practices.
- Maintains official ordinances and town documents.
- Acts as keeper of community history and vital records.
- Receives, distributes and files correspondence from citizens and other governmental agencies.
- 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.
- Responds to public records requests in a timely manner.
- 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.
- Performs all other duties as required of a Town Clerk.

DESIRED KNOWLEDGE, ABILITIES, AND SKILLS

Knowledge

- Methods and techniques of public relations and confidentiality.
- Principles and practices of municipal organization, administration and personnel management.
- Collaborative approaches to problem-solving, relationship building, community engagement and leveraging available resources.
- Basic use of typical office equipment and computer programs.
- Good organizational skills and filing are required.

Ability

- 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, coordinate, and oversee the work of staff (assistant clerk, ballot clerks)
- Recruit, select, supervise, train and evaluate staff
- Delegate authority and responsibility, when and where appropriate.
- 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.
- 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 conflicts in a timely yet thoughtful manner.
- Always demonstrate tact and diplomacy.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with all persons.

TOOLS/TECHNOLOGY

- Must work proficiently with computers, software, and other technological tools that are essential for the efficient conduct of the Town Clerk's responsibilities.
- Knowledge and understanding of NEMRC software is ideal, but not required.

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

PHYSICAL AND MENTAL DEMANDS

- Must be able to work in an office setting on a constant schedule
- Must be able to constantly and effectively communicate both orally and in writing
- Must be able to abruptly switch focus many times throughout the day to address frequently changing priorities
- Requires the ability to prioritize multiple pressing issues and make presentations to the Selectboard and the public that distill technical information into concepts and terms that are succinct and easily understood by them.
- Requires use of eyesight to read small print with the ability to adjust focus in various ways with or without correction

- Must be able to hear in the normal audio range with or without correction
- Must frequently participate in meetings, trainings, Board of Civil Authority, Board of Tax Abatement
- Must be able to sit, stand, or walk for prolonged periods of time
- Must be able to infrequently stoop, bend, kneel, crouch, reach, and twist
- Must occasionally lift, carry, push and/or pull light to moderate amounts of weight; estimated at 50 pounds to waist height and 20 pounds overhead
- Must be able to operate office equipment requiring repetitive movement and fine coordination including use of a keyboard
- Must have a valid driver's license and reliable vehicle to drive to trainings as needed.
- Applicant must be a registered voter in the Town of Whitingham.

TRAINING

- Must attend training and be willing to achieve Town Clerk certificate of completion; Advanced certification(s) preferred

WORK ENVIRONMENT / CONDITIONS

- 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, supervise and/or perform related duties.
- Periodically working extended hours, including evenings and weekends, may be required.
- Travel to training or meetings within the State of Vermont may be required several times a year.
- Occasional, at least quarterly, attendance at Selectboard meetings is required.

TERMS OF EMPLOYMENT

- Full-time (30 hours per week), salary position.
- The wages for this position are commensurate with experience and set by the Selectboard.
- Public facing hours: Monday through Friday 9am-2pm, Wednesday evening 4-6pm, and the first Saturday of the month 9am-noon. This schedule allows time for some training opportunities and/or hours without the public.

DISCLAIMERS:

- The above information is intended to describe the general nature of this position and should not be considered a comprehensive statement of duties, activities, responsibilities, and requirements. Additional duties, activities, responsibilities and requirements may be assigned, with or without notice, at any time.
- This job description is neither an employment contract nor a promise of work for any specific length of time.

The Town of Whitingham is an equal opportunity provider and employer and does not discriminate on the basis of race, color, national origin, age, disability, religion, gender, or familial status.