

COUNTER CLERK JOB DESCRIPTION¹

NATURE OF WORK

This position is responsible for varied counter and secretarial duties and mail processing. Work responsibilities include various typing, record keeping, and special assignments as necessary. Work is performed under the direct supervision of the Town Clerk/Office Manager in accordance with the Charter, ordinances, and general law, and requires initiative, judgment, and the ability to work effectively and independently with the public and other officials. The position also performs a variety of routine and complex clerical, secretarial duties, typing, filing, works with and greets the public, answers telephones, works at the counter issuing licenses, registering vehicles and recreational vehicles, collecting excise and real estate taxes, and other counter duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Performs routine clerical and administrative work in answering phones, receiving the public, providing customer assistance, cashiering, data processing, and bookkeeping. Answers incoming calls ascertaining the nature of the inquiry or complaint and referring the call to the proper Town official for answer or action and takes and delivers messages to the proper Town official.

Explains general municipal practices and requirements to the general public and explains the status of pending matters as authorized. Has the competent knowledge to make judgments with regards to all public information. Provides secretarial assistance to the Town Manager or other Department Heads as directed by the Town Clerk/Office Manager. Serves as a notary public. Provides public records and information to citizens, civic groups, the media and other agencies as requested.

Prepares standard reports from records and type correspondence, directives, reports, and other general and technical materials as necessary. Researches and compile necessary data or information. Ability to use filing systems and to adjust to the proper filing systems as directed. Performs other related duties as may be required and directed from time to time.

PERIPHERAL DUTIES

Attend seminars and workshops related to the job functions.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from high school, and
- (B) Two (2) years of related experience; or

¹ Amended February 14, 2005, effective March 14, 2005

- (C) Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.

Necessary Knowledge, Skills and Abilities:

- (A) Working knowledge of the principles and practices of modern public administration; extensive knowledge of modern office practices and procedures; thorough knowledge of modern records management techniques, including legal requirements for municipal government.
- (B) Ability to perform cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing and ability to handle stressful situations.
- (C) Skill in operation of listed tools and equipment.
- (D) Ability to accurately record and maintain records; Ability to establish and maintain effective working relationships with employees, other departments, officials and the public; Ability to communicate effectively, both verbally and in writing; Ability to plan, organize and supervise clerical workers and assigned staff.
- (E) Thorough knowledge of English grammar, excellent vocabulary, and math skills.

SPECIAL REQUIREMENTS

- (A) Must be bondable;
- (B) Valid State Driver's License, or ability to obtain one; notary public certification within six months.

TOOLS AND EQUIPMENT USED

Complex telephone systems, typewriter, personal computer, including word processing, spreadsheet and data base software; mainframe computer terminal; numeric calculator; phone; copy machine; fax machine and other related office equipment.

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is frequently required to stand for long periods of time, sit and talk or hear, walk, uses hands and fingers to handle, or operate objects, tools, or controls; and reaches with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderate.

The 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.