

**TOWN OF STOWE, VERMONT
JOB DESCRIPTION**

JOB TITLE: Administrative Clerk, Town Clerk's Office
PAY GRADE: 8
SUPERVISOR: Town Clerk/Treasurer/Collector of Delinquent Taxes

PURPOSE OF JOB

This position provides professional clerical and general administrative support to the Town Clerk's Office. The Administrative Clerk serves as the first point of contact for the department and provides friendly customer service to visitors and those seeking assistance.

The current normal schedule is 8am to 4:30pm M-F, but the position occasionally requires some after hour and evening work.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification of the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Opens and closes Town Clerk/ Treasurer office.

Serves as the Department's first point of contact for visitors. Provides customer service with a friendly, positive "can-do" attitude and approachable demeanor. Ensures that customers are attended to in a timely and courteous manner.

Answers incoming telephone calls and responds to in-person, email, and phone inquiries from the public, other Town departments, and outside agencies. Screens calls and visitors to determine the nature of request or problem; refers to the appropriate staff member or other municipal department.

Assists with all elections, voter registration and procedures.

Assists in maintaining official land records. Performs land record research for other Town Departments.

Notarizes documents.

Issues dog licenses.

Issues Green Mountain passports.

Serves as US Passport Agent. Screens evidence of U. S. Citizenship documents. Records the identification documentation presented on the application. Reviews the application to verify all required information has been provided. Collects the required passport fees and forwards to the Department of State. (Must complete training and be certified by the Special Issuance Agency (SIA) to become a US Passport Agent.)

Assists with DMV registration renewals.

Issues State of Vermont Hunting & Fishing licenses.

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Collects fees, issues receipts, maintains records of all such fees collected. Enters payments into cash receipts program. Processes cash receipt deposits.

Processes address change forms and shares with Listers office.

Maintains, creates & updates procedures manuals.

Picks up mail from the Stowe Post Office each morning, distributes as necessary, and drops off mail each afternoon.

Participates in staff meetings and other departmental functions to help coordinate activities and ensure the smooth, efficient, and effective operation of the department.

Functions as part of an overall departmental team and as a part of a broader local government. Maintains open lines of communication among and collaborates with other departments and municipal staff.

Exercises judgment and communicates in a tactful, diplomatic and professional manner. This position involves considerable public contact, involving people with a variety of levels of expertise. Effective communication and listening skills and patience are essential.

Ability to quickly establish yourself as a trusted partner in the execution of all responsibilities while demonstrating exceptional organizational skills, good judgment, flexibility, an appropriate level of urgency, and grace under pressure.

The Administrative Clerk is well organized, reliable, self-motivated, and capable of multi-tasking. This position requires a high degree of accuracy and attention to detail, and the ability to effectively listen and communicate.

Promotes a safe and respectful work culture through positive role modeling and strong communication skills; immediately puts a stop to any speech or behaviors which are discriminatory or otherwise conveys disrespect to others.

OTHER RESPONSIBILITIES

Performs other duties as assigned by Town Clerk/ Treasurer.

MINIMUM QUALIFICATIONS

A high school diploma and two years of experience in an office setting or an equivalent combination of education and experience. Light bookkeeping and good computer skills. Good verbal and written communication skills and attention to detail. Must complete training and be certified by the Special Issuance Agency (SIA) to become a US Passport Agent.

OTHER QUALIFICATIONS:

Strong interpersonal skills working with people, including the general public, professional and inexperienced applicants, staff and volunteers, property owners, and other professionals, sometimes involving sensitive or controversial issues.

Proficiency in common word processing, spreadsheets, and presentation software. Proficiency in cloud-based platforms, social media, and other advanced technology skills desired. Ability to learn new computer software programs.

Must be flexible and adaptable to changing priorities and interruptions throughout the workday.

Ability to effectively communicate, both in writing and orally, attention to detail, and demonstrated ability of excellent judgement, decision making, customer service, and communication skills by maintaining composure at all times and interact tactfully and respectfully with all people.

PERFORMANCE APTITUDES

Working Conditions

Primarily in an office setting which involves frequent public contact and interaction. Occasional high stress and work demands due to statutory requirements and deadlines for filing and reporting.

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to function in a support capacity for a major organizational unit requiring significant internal and external interaction.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, vehicles, computers, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving broader aspects of organizational programs and operations, moderately unstable situations, or the direction, control and planning of an entire program or set of programs.

ADA COMPLIANCE:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Tasks involve driving to and/or walking to community wide land and or buildings for the purpose of inspecting said lands and or buildings.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed with some exposure to adverse environmental conditions.

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge that I have received a copy of this job description and understand the duties and expectations herein. 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.

Employee signature

Date