

**TOWN OF VOLUNTOWN**  
**ASSISTANT TOWN CLERK & TOWN HALL ASSISTANT**

Department:	Administration
Reports to:	Town Clerk & Assessor & First Selectperson
Supervises:	NA
Position Status:	Non-Exempt
Weekly Hours:	PT –20+hours or as needed
Salary Classification:	Grade 4
Date Approved	May 2024

**Position Summary/Purpose:**

**Assistant Town Clerk**

The purposes of this position are to provide clerical and administrative assistance for the Town Clerk's functions, including, but not limited to, vital statistics, land record, permits, licenses and election related processes and documents. Responsible for dealing with the public and responding to telephone inquiries.

**Assistant to Assessor**

The purpose of this position is to assist the Assessor, consistent with policies and procedures and applicable laws and statutory responsibilities. The work involves data entry, maintaining and filing property and motor vehicle records, responding to the public and dealing with mail. Help prepare the grand list in accordance with State Statutes with the Assessors direct supervision.

The position will also assist the First Selectperson with reception duties, mail distribution, and clerical duties. This position is required to exercise good judgment in administering office duties and is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

**Essential Job 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.)*

**Assistant Town Clerk**

- Assist in the processing, indexing, and recording of land transactions, vital statistics, and official documents. Receive, index and record deeds, mortgages, liens, releases, and maps for land records. Scanning land records. Assist with generating daily, weekly and monthly report of land records.
- Issue, process and index birth, death, and marriage certificates; cremation, burial internment, and disinterment permits.
- Assist in issuing of licenses and permits, including canine and sporting licenses and liquor permits. Collect associated fees. Receive veteran's discharge papers for recording
- Provide technical information and assistance to title searchers, attorneys, and members of the public
- Serve as Assistant Registrar of Vital Statistics; register people to vote during business hours.

- Assist with issuing, receipt and processing of absentee ballots and other details for general and special elections and referenda.
- File all board and commission meeting agendas and minutes.
- May perform Notary duties and certify documents if certified to do so.
- Respond to general inquiries of the public by phone, in person or other correspondence.
- May aid in Town Meeting preparation, attend and record meetings and distribute Town Meeting Minutes when assigned.

#### **Assistant to Assessor**

- Screens incoming phone calls, concerns and questions; serve customers at the counter to answer questions and explain laws governing assessments; takes action if appropriate and refers to Assessor if required.
- Assist taxpayers in resolving motor vehicle tax problems by working with the Department of Motor Vehicles and Tax Collectors Office, explaining the need for proper documentation, and processing changes as required. Maintains and updates data related to Motor Vehicles.
- Assist Assessor with managing the elderly, veterans, and disabled tax exemption programs based on eligibility requirements and State statutes; meet with citizens to assist with completing forms; Renter's Rebate Program; assist elderly and other renters with applications, process using specialized software, and apply tax credits as applicable.
- Maintains and updates accurate property title records and records relating to ownership, sale and value of land and improvements through automated system by updating files in automated system as directed
- Enters building permits into specialized software program.
- Assist in preparing and calculating annual grand lists, including assessments, names, addresses, geographic designations and descriptions.
- Assist in preparing supplemental motor vehicle grand list for all vehicles that were not registered by the July cutoff date.
- Assist taxpayers with motor vehicle bill adjustments when vehicles are sold, traded, totaled, junked or moved out of State.

#### **Both Positions & Town Hall Assistant Duties**

- Clerical duties include handling routine correspondence, filing, gathering documents, receiving funds for copies, assist with large mailings
- Collects and process mail for the Town Hall
- Maintain proficiency with specialized computer systems, programs, and applications.
- Post legal notices for any Town Hall Office
- Ensure all statutory and legal requirements are met.
- Perform all essential job functions in a safe manner and report all accidents immediately to their supervisor.

#### **Other Functions:**

- Perform similar or related work as required, directed or as situation dictates.
- Continue training and professional development and keep current with trends.
- Assist other department staff as needed to promote a team effort to serve the public.

## **Minimum Required Qualifications:**

### **Education, Training and Experience:**

The qualifications required would generally be acquired with a High School degree or diploma and 2-3 years of administrative, customer service experience in a similar type of environment; or any equivalent combination of education, experience, and training.

### **Special Requirements:**

Notary Public certification preferred or obtained within 6 months of hire date.

Town Clerk Certifications within 4-5 years from date of hire preferred.

### **Knowledge/Skills/Abilities**

- Knowledge of or ability to learn State laws and Town provisions and ordinances relating to the duties and responsibilities of the Assistant Town Clerk, including elections, land records, vital statistics, and licensing. Working knowledge of Connecticut General Statutes;
- Knowledge of or ability to learn municipal land records and Local, State and National election laws, practices, and procedures; knowledge of practices, techniques and technology utilized in public records management;
- Ability to perform department operations to meet established statutory deadlines and deal with diverse laws, regulations, and details;
- Skills in using standard and specialized office equipment and computer systems (Town Clerk land records, Assessor motor vehicle and land records, building permit system, Microsoft word and excel and outlook);
- Ability to deal effectively with the public, handle customer service, and facilitate dispute resolution; high level of customer service skills;
- Solid verbal and written communication skills; ability to produce or assist with regulatory, election, and financial reports;
- Ability to cooperate with other Town departments, Committees, Boards, and State departments and agencies to perform Assistant Town Clerk and Assistant to Assessor duties;
- Ability to proofread document with accuracy and read legal documents;
- Ability to maintain effective working relationships with staff and public.

### **Job Environment:**

- Work is performed in a moderately noisy or quiet office; office work entails meeting with the public and coordinating with other Town departments. Depending on the time of year, the job requires a high degree of detail work, recordkeeping and reporting, as well as public interaction and visibility.
- Requires the operation of telephones, personal computers, copiers, facsimile machines, and other standard and specialized office equipment and technology.
- Makes frequent and periodic contact with Town Commissions and Boards, the Tax Collector, Treasurer and Finance Director, CT Secretary of State's Office, and CT Office of Policy and Management and other State departments, such as Motor Vehicles. Interacts with the public as both the Assistant Town Clerk and the Assistant to Assessor.
- Communication is frequently in person, by telephone, fax, email, mail and in writing. Contacts require a professional presence and calm demeanor.
- Errors in judgment or omissions could result in delay of services, and monetary loss and/or rework. Access to some confidential information like vital records, social security numbers etc.

**Physical and Mental Requirements:****Work Environment**

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions	X			
Work in high, precarious places	X			
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			

**Physical Activity**

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking			X	
Sitting				X
Talking & Hearing				X
Using hands/fingers to handle/feel/type				X
Climbing or balancing		X		
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms				X
Bending, pulling, pushing		X		
Moving from sitting to standing			X	

**Lifting Requirements**

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 -35pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

**Noise Levels**

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)		X		
Moderate noise (computer, light traffic)			X	
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

**Vision requirements**

- ☒ Close vision (i.e. clear vision at 20 inches or less)
- ☐ Distance vision (i.e. clear vision at 20 feet or more)
- ☒ Color vision (i.e. ability to identify and distinguish colors)
- ☒ Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- ☐ Depth perception (i.e. three-dimensional vision, ability to judge distances and spatial relationships)

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*