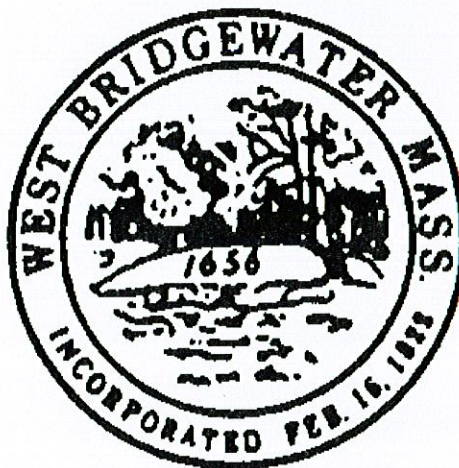


Strategic Planning: Report on Departments

Town Clerk



Included:

Mission, Functions, Goals, of the Department

Organizational Chart

Job Descriptions

MISSION STATEMENT

The Town Clerk's Office has been referred to as the "doorway to local government". The Town Clerk's Office serves as the information center for residents and visitors to the town. It is the mission of the Office of the Town Clerk to provide information and quality service to the community and to work in coordination with all town departments, committees and government agencies while complying with state and local bylaws.

The Town Clerk is:

Chief Election Official

- Oversees the polling place, election workers and directs all elections
- Prepares ballots, voting equipment, voting lists and administers campaign finance laws
- Certifies nomination papers and initiative petitions and serves on the Board of Registrars
- Supervises voter registration and absentee balloting
- Prepares, records and reports official election results to the Secretary of the Commonwealth as required by law
- Conducts the annual town census, prepares the street list and furnishes the jury list to the Office of the Jury Commissioner

Recording Officer

- Records and certifies all official actions of the Town, including election minutes, Town Meeting legislation and appropriations, Planning Board and Zoning Board Decisions
- Signs all notes for borrowing
- Is the keeper of the Town Seal

Registrar of Vital Records

- Registers all vital events (births, deaths and marriages) occurring within the community and those events occurring elsewhere to West Bridgewater residents
- Records and preserves original vital records providing the basis for the Commonwealth's central vital registration system
- Provides certified copies of vital records and assists with genealogical research

Public Records Officer

- Administers and records oaths of office to all elected and appointed members of local boards and committees
- Responsible for providing all elected and appointed officials with copies of the State's Open Meeting Law and Conflict of Interest Laws
- Provides access to public records in compliance with State Public Records Law
- Maintains Town Bylaws
- Responsible for submittal of new bylaws to the State Attorney General for approval

Licensing Officer

- Issues state licenses: marriages licenses, raffle/bazaar permits
- Issues local licenses, permits and certificates as mandated by statute or bylaw which include burial permits, business certificates, dog licenses and fuel storage permits

Public Information Officer

- Responds to inquiries from the general public and serves as facilitator with all town departments
- Provides knowledge and assistance in a fair and impartial manner
- The Town Clerk's Office serves as the central information office for local residents and visitors to the town.

TOWN CLERK

GOALS:

Immediate:

- Complete data entry of all dogs into “ShelterPro”, our new dog program, to be used by this office when licensing dogs for 2013 licensing period.

Future:

- Establish a database for all transfer station stickers
- Accept online payments for transfer station stickers and dog licenses

Recommendations for restructuring department:

- Introduce on-line payments

Town Clerk's Office

Town Clerk



Assistant Town Clerk
Head Admin Secretary

TOWN CLERK

NOTES:

The Town Clerk is an elected official and serves a three-year term.

The clerical staff in this department falls under the confines and agreements made between the Town and the Clerical Union. The wage schedule is outlined in said agreement as are such benefits as seniority, longevity and vacation days.

TOWN CLERK JOB DESCRIPTION

Supervises one Assistant Town Clerk.

Prepares monthly reports:

<u>STATE</u>	<u>TOWN</u>
Births	General receipts collected (weekly)
Deaths	Dog license reports
Marriage	

Oversees budget and all expenditures for the following accounts: Town Clerk's budget, including Assistant Town Clerk's salary line item; Election and Registration budget; Veterans' and Memorial Day Committee budget.

Posts daily all notices and agendas of all meetings of elected or appointed boards, committees and commissions of the town as well as county boards and commissions in accordance with the Open Meeting Law. These are posted on the town bulletin board as well as on the town website. Also posts Federal, State and Town Warrants.

Responsible for the upkeep and the updating of the town hall bulletin board and calendar. Keeps track of the use of meeting rooms at town hall.

Contacts local newspapers, cable TV station and updates the town website notifying residents of elections, town meetings and voter registration sessions. Updates website with results of elections and meetings.

Administers the "Oath of Office" to all those who are elected and appointed and keeps a record of such.

Keeper of the Town Seal, no other official is authorized to attest and certify records.

Is "Town Historian" and genealogy researcher, looking up and certifying copies of records dating back to the late 1600's to present. Is responsible for all town records and their preservation.

Records and maintains a permanent record of all Births, Deaths, Marriages and Marriage Intentions.

Prepares, edits and updates all additions, changes and deletions to the computer for the voting lists, census lists, school reports, dog lists, elderly lists and jury lists.

Prepares for the mailing of the yearly town census. As census is returned, each one is entered into the computer, corrections being made as needed. A second mailing of up to 500 non-respondents is done; eventually phone calls are made to complete the rest.

This office prepares for the printing of a List of Residents Book, (Street List Book) every year from the census returns.

Handles and/or oversees all transactions over the counter: transfer station stickers, dog licenses, gas, plumbing and electrical permits as well as processing receipts for all building permits, business certificates, marijuana citations, police citations, Planning and Appeals filings and fire alarm inspection applications.

Researches records and various requests from the public and town officials.

Must possess a working knowledge of the Massachusetts General Laws pertaining to:

Town Meetings	Zoning and Planning
Elections	Licenses and Permits
Vital Statistics	Campaign Finance
Finance and Borrowing	Oath of Office
Census	Raffle and Bazaar Permits
Public Records	Soliciting Permits
State Ethics Laws	Open Meeting Laws

Distribute the Open Meeting Laws and Ethics Laws, to all elected and appointed officials and everyone who is employed with the town. The Town Clerk oversees that the ethics tests are taken by all employees and notifies everyone when the next scheduled test will be taken. Updates, when received from the Attorney General, are also distributed.

Maintains files of copies of the minutes received from Boards, Committees and Commissions.

Compiles statistics, (births, deaths and marriages), minutes of town meetings and elections, list of fees and licenses for printing in the Town Clerk's section of the Annual Town Report.

Prepares nominations papers for candidates running for office, certifies signatures of registered voters for qualification to be placed on the ballot.

Receives and records all campaign expenditures from candidates running for office, also notifying them of deadlines for filing.

Organizes and directs special voter registration sessions held throughout the year allowing residents to register to vote for town meetings and elections.

Timekeeper for all sub-divisions filed with the Planning Board and all decisions filed with the Board of Appeals. Also certifies that no appeals have been filed in the Town Clerk's office twenty days following the filing decision.

Prints and sells all by-law books: General, Zoning, Planning Sub-Division and Conservation Wetlands By-Law.

Processes all pole location fees for electric and telephone companies.

Business Certificates (DBA Certificates) are issued to new businesses in town from this office and a record kept of such.

All underground storage licenses renewals are processed in this office.

The Town Clerk is a Notary Public and a Commissioner to Qualify Public Officials

Burial permits are issued in the Town Clerk's office.

Monies taken in at the Town Clerk's Office and turned over to the Treasurer are as follows: Dump Stickers, Dog Licenses and Fines, Electrical, Plumbing and Gas Permits, Building Permits, Smoke Alarm Permits, Raffle & Bazaar Permits, Gas Storage Permits, Certified Copies of Birth, Death and Marriage Licenses, Marijuana Fines, Animal Control Fines, Board of Appeal Filings, Planning Board Filings, Miscellaneous Assessor Fees, Historical Contributions, Compost Bins, and Police Fines.

TOWN MEETINGS

Prepares for all town meetings. Is keeper of the gavel for the Moderator.

Sees that the Constable posts the Town Meeting Warrant in various locations in both Precinct I and Precinct II in accordance with the Massachusetts General Laws.

Schedules the Board of Registrars to register new votes at a special voter registration date to be eligible to vote at Town Meetings.

Makes arrangements for the Board of Registrars to be at Town Meeting and arranges for the "checker tables" be transported to use while checking in voters.

Prints and delivers voter list to Town Meeting for the Registrars to check in voters.

Must have some knowledge of "Parliamentary Law" and understand the way meetings are conducted.

Must be able to act as Moderator in the absence of the Moderator, or if the Moderator must step down to present an Article.

Reads the Warrant's call to meeting as well as the Constable's return. Maintains the count of all counted or secret ballot votes. The Town Clerk organizes and furnishes supplies for all secret ballots.

Following the vote of town meeting, a copy of each article is certified and then forwarded to the sponsor.

A separate worksheet is prepared showing the vote at town meeting, monies spent, designating monies transferred, borrowed or raised and appropriated. These worksheets are forwarded to the Accountant so that the various accounts can be assigned.

Prepares any changes/additions to the General and Zoning Bylaws to be sent to the Attorney General for approval.

Witness the signing of bonds for borrowing monies for the Board of Selectmen and the Town Treasurer. Certifies borrowing articles, motions and votes to be sent with the bonds to the banks for the borrowing or bonding.

Certifies re-cap worksheet (a log of all town meeting monies spent) so that the Board of Assessors can take the tax rate to the Department of Revenue.

A copy of the minutes is prepared to be a part of the Town Clerk's section of the Town Report as well as in the files.

Maintains a cross-reference filing system of articles passed at town meetings. It aids in researching records and creates a much faster retrieval of town meeting votes.

The minutes of all town meeting are recorded in the Town Record Book.

ELECTIONS

The Town Clerk is the Chief Election Officer.

Reserves school to be used on the day of election.

Mail memory cards to vendors to program for election.

Mail, process and prepare all absentee ballots to be brought to the polls on Election Day.

Arrange for Wardens, Clerks and Checkers to work on Election Day.

Responsible for the printing of the ballot, insuring that the candidate's names are printed correctly and in the proper order.

When ballots arrive, they are proof read and counted into a sufficient amount for each precinct.

Ballots are tested by inserting ballots into the Automark voting machine to assure that the ADA approved machine is working mechanically and that the memory card reads the ballot.

A sufficient amount of ballots are marked and tested through the two Accu-Vote voting machines. If there are any problems with the machines, a call made to LHS for technical help or arrangements are made for the vender to come out to fix the problem if necessary.

Make arrangements for the delivery of meals to election workers on Election Day.

Prints voter lists for both precincts and pack to be delivered to the polls on Election Day.

Arranges for election equipment to be delivered to the school the morning before the election and arranges for election workers to aid in the setting up of the voting equipment the afternoon prior to the election. Town Clerk also helps in the setting up of the election equipment.

Town Clerk arrives at the polls one hour or more before the polls open with the blank ballots, voting machines, voter lists and absentee ballots.

Town Clerk swears in all election workers before the opening of the polls.

On Election Day, before the polls open, the Town Clerk, along with a police officer and wardens, check that the ballot boxes are set at zero and are in working order for the day.

The Town Clerk handles all challenges and inquiries of omitted voters from the voting list. The Town Clerk is responsible for all provisional ballots voted on Election Day and for resolving whether their votes will be counted after the election.

When all ballots have been counted, the totals are announced to the public and candidates that may be waiting outside the polls.

It is the Town Clerk's responsibility that the voter list, voted ballots and voting machines are delivered back to the town hall and kept locked in the safe for the night.

Following Election Day, the results of all elections are compiled and forwarded to the Secretary of State's office.

Results are put on the town's website and posted to the front door.

Oaths of office are given to all elected candidates.

A list of all voters who cast ballots are recorded in the Central Voter System and a report is generated.

A report of the results of the election is created for the files as well as for the Town Report.

**Town of West Bridgewater
Job Description
Assistant Town Clerk**

Definition:

The Assistant Town Clerk works under the direction of the Town Clerk. The Assistant must be responsible for all the facets of the office in the absence of the Town Clerk. This position is responsible for detailed record keeping and clerical work assisting the Town Clerk; keeping official municipal records, issuing various licenses, official documents and providing information to the general public; and all other related work.

Supervision:

The Assistant Town Clerk works under the supervision of the Town Clerk in strict accordance with the applicable provisions of Massachusetts General Laws, town Bylaws as well as federal laws and regulations.

Performs varied and responsible duties requiring the exercise of some judgments and discretion in the interpretation and application of laws, regulations and procedures.

Confidentiality:

Due to the variety of and access to confidential information processed by the Town Clerk's Office, the Assistant Town Clerk must respect and maintain a high degree of confidentiality.

Duties and Responsibilities:

Assist the general public by phone and in person on a daily basis. Must have the ability to meet the public and handle all questions and requests pleasantly, efficiently and tactfully, or transfer the request to the proper department. Performs complex clerical work that requires a high degree of decision making.

Act as a facilitator by providing information to individuals in the office or on the telephone.

Assist with annual renewal and preparation of all licenses and permits issued by the Town Clerk's office including dog licenses, business certificates and transfer station stickers and maintaining said files.

Vital Statistics Duties and Responsibilities:

Integrity and discretion is necessary to safeguard confidential material that is received and recorded. Accuracy is essential when maintaining birth, marriage and death records. Must be aware of the statutes that govern vital statistics.

Record and index birth, marriage and death certificates that are received by the Town of West Bridgewater.

Prepare copies of vital statistics for the Bureau of Vital Statistics and for resident communities.

Prepare a monthly report to the Bureau of Vital Statistics of births, marriages and deaths recorded by the Town of West Bridgewater.

Make a yearly report to the Bureau of Vital Statistics of birth, marriage and death activity in the Town of West Bridgewater.

Issue certified copies of birth, marriage and death certificates upon request.

Prepare yearly vital statistic report for the annual town report.

Take marriage intentions and prepare marriage licenses.

Business Certificate Duties and Responsibilities:

Issue and file business certificates.

Mail notices to business certificate holders before expiration of their certificate

Maintains business certificate data base in computer.

Subdivision Filing Duties & Responsibilities:

Accept, stamp and file sub-division forms.

Certify and release to applicant when required.

Files minutes of all Planning Board meetings.

Prints and sells copies of Subdivision By-laws for the public.

Board of Appeals Filing Duties & Responsibilities:

Accept, index and record Board of Appeals applications.

Provide information upon request regarding Board of Appeals decisions.

Certify and release to applicant when required.

Conservation Duties & Responsibilities:

File all decisions and minutes of the Conservation Commission.

Prints and sells copies of Conservation Bylaws for the public.

Assessors:

File minutes of all Assessors meetings.

Notarize any Assessor papers that may be required.

Town Meeting Duties & Responsibilities:

Must be knowledgeable in town meeting procedure and town meeting action to answer questions from the public.

Must assist the Town Clerk in preparation for Town Meeting and in vital record keeping operations as a follow-up to Town Meeting votes.

Update voter history in State Central Voter Registration computer from list of town meeting attendees.

Election Duties & Responsibilities:

Assist with voter registration.

Update voter information in the State CVR system daily.

Assist with absentee voting during election periods.

Certifies nomination papers and initiative petitions in CVR.

Assist in the preparation of nomination papers for candidates.

Is knowledgeable of election procedures and statutes to provide public information about elections.

Assist in all preparations leading up to Federal, State and local elections.

Records voter history in the State Central Voter Registration computer after each election.

Census Duties & Responsibilities:

Assist with census mailing.

Assist and coordinate census returns.

Assist with census data input in computer.

Dog License Duties & Responsibilities:

Issues dog licenses.

Updates and maintains data base of all dogs in the computer.

Provides Animal Control Officer and Police Department with current report of all dogs, licensed and unlicensed.

Issues and mails all failure to license citations for the Police Department on behalf of the Animal Control Officers.

Set up and license dogs at the Annual Rabies Clinic.

Maintain a file of rabies certificates received from veterinarians.

Bazaar Permit Duties & Responsibilities:

Issue bazaar and raffle permits.

Notify the Mass. Lottery Commission of bazaar and raffle permits.

Burial Permits:

Issue burial permits to funeral directors in accordance with State procedures.

Gasoline Storage Permit Duties & Responsibilities:

Send Annual renewal licenses to holders of gasoline storage permits.

Record payment and file gasoline storage permits.

Updates Department of Revenue Data base with current information on underground storage licenses.

Meeting Notice Duties & Responsibilities:

Post meeting notices and agendas in compliance with the Open Meeting Law and maintain posted bulletin board.

Be familiar with Open Meeting Law.

Provide meeting information upon request.

Post meeting notices and agendas on web site.

Oath of Office Duties & Responsibilities:

Swear in all appointed and elected officials and maintain said file.

Provide all elected and appointed officials with Open Meeting Law Guide, Public Servant Handbook and information for online training in Ethics Laws.

Maintain data base of all Municipal Employees that were given Open Meeting Law Guides.

Maintain data base of all Municipal Employees that have taken the ethics online training as required by the law.

Issue all Municipal Employees updates to Open Meeting Laws and Ethics Laws when updated by the Attorney General.

Notary Duties & Responsibilities:

Notarize signatures for various boards and the public.

As a Commissioner to Qualify Notaries and Justices of the Peace; swears in same.

Miscellaneous Duties & Responsibilities:

Assist the public with genealogy searches and records.

Assist the Town Clerk with special projects.

Issue certified copies of all records upon request

Accept payment for all Building, Gas, Plumbing and Electrical and Fire Alarm permits.

Sorts daily mail and distributes to appropriate departments.

Accept payment for marijuana citations issued by the Police Department and keeps said file.

Additional Duties:

Perform any and all such duties not specifically stated in this job description as may be required by the Town Clerk and the functions of the Town Clerk's office.

Has an extensive computer skill with a high proficiency in Microsoft Office 2003 including Word, Excel and Access.

Account for daily cash register receipts and reconcile cash with the Treasurer's Office.

Has the ability to provide high quality customer service to the general public in person and over the telephone.

Has the ability to prioritize and be multi-tasked in a fast paced environment.

Has an excellent organization skill.

Has a high level of accuracy and attention to detail.