



TOWN OF HANOVER  
DEPARTMENT OF MUNICIPAL FINANCE  
550 HANOVER STREET  
HANOVER, MASSACHUSETTS 02339  
781-826-5000

*Finance Department*

TO: Bulletin Boards at: Town Hall, School Department, Library, DPW, Senior Center, Police and Fire Departments

FROM: Chelsea Stevens  
Finance Director

DATE: April 26, 2023

## NOTICE OF VACANCY ASSISTANT TOWN CLERK (PART-TIME)

---

---

The Administrative Assistant assists the elected Town Clerk with the statutory duties and responsibilities of the office. The position requires customer service and administrative duties supporting the operations of the Town Clerk's Office in accordance with Massachusetts General Laws, Town Bylaws and regulations. This part-time position requires a team player who is responsible and can demonstrate exemplary interpersonal skills, high integrity, and is a self-starter with excellent time management skills.

### **Essential Duties and Responsibilities:**

Provides general information and professional customer service to the public. Answers phone, email correspondence, and postal mail daily. Checks "Virtual Gateway" system daily for birth and death records to be processed. Maintains records and processes requests for dog licenses, business certificates, public records, and birth, death and marriage certificates. Issues business certificate renewal letters; maintains database. Maintains office revenue spreadsheets; makes turn-overs to the treasurer; reconciles revenues and expenditures with accountant. Assists Registrar of Voters with voter registration, census processing and street listing, certification of nomination papers and petitions. Assists the Town Clerk as necessary before, during and after all elections, including Saturday elections. Regular attendance at the workplace is required.

**Qualifications:** High School diploma or equivalent, Associates degree preferred; one to three years in responsible clerical or administrative position with municipal experience and strong customer service background preferred; or equivalent combination of education and experience.

This position is covered under the Hanover Municipal League, AFSCME, Class B. Starting rate of pay is \$19.99 - \$23.92 per hour; scheduled workweek is 24 hours.

Deadline for application is May 10, 2023; or until the position is filled. A full description of the position is attached. Please submit an application to Ann Lee, Human Resources Director, Town of Hanover, 550 Hanover Street, Hanover, Massachusetts 02339 or e-mail: [ann.lee@hanover-ma.gov](mailto:ann.lee@hanover-ma.gov) (Posted 4-26-23).

**The Town of Hanover is an Affirmative Action, Equal Opportunity Employer.**

---

# **Town of Hanover**

## **Job Description**

**Job Title:** Assistant Town Clerk (Part-Time)  
**Department:** Finance Department  
**Reports to:** Finance Director  
**Union Position:** Hanover Municipal Employees League (HMEL)  
**Prepared By:** Chelsea Stevens and Ann Lee  
**Approved By:** Joseph Colangelo

---

### **Summary**

The Assistant Town Clerk performs a variety of statutory clerical and administrative work in keeping official records and providing support and services to the Town Clerk's Office. Issues vital records, permits, and/or licenses, assists with elections and census in accordance with Massachusetts General Laws, Town Bylaws and State regulations. Makes frequent contact with the general public and other departments, requiring professionalism and the ability to provide positive customer service. Other duties may be assigned as deemed necessary.

### **Essential Duties and Responsibilities**

- Provides general information and professional customer service.
- Answers phone, email correspondence, and postal mail daily.
- Checks "Virtual Gateway" system daily for birth and death records to be processed.
- Maintains records and processes requests for dog licenses, business certificates, public records, and birth, death and marriage certificates.
- Registers and records death, birth and marriage records; sends marriage records to Registry of Vital Records; processes amendments and home births as necessary.
- Issues business certificate renewal letters; maintains database
- Issues renewal letter for storage of flammables; processes registrations when received.
- Maintains office revenue spreadsheets; makes turn-overs to the treasurer; reconciles revenues and expenditures with accountant.
- Maintains pole location records, population records and voting records and issues records as requested.
- Assists the Planning Board and Zoning Board of Appeals with recording of decisions with 20-day appeal periods, date stamps and files copies of plans.
- Assists Registrar of Voters with voter registration, census processing and street listing, certification of nomination papers and petitions. Maintains records for disabled voters.
- Maintains database and paper files for all appointed and elected board members after being sworn in, including conflict of interest, campaign finance, and open meeting law records.
- Assists the Town Clerk as necessary before, during, and after all elections, including Saturday elections.
- Assists residents with "over the counter" requests for absentee and early voting. Mails all absentee and early voting requests and enters all voters into VRIS. Prepares absentee and early voters list before all elections. Reconciles vote by mail records.
- Performs similar or related work as assigned, directed or as situation dictates. Regular attendance at the workplace is required.

**Supervisory Responsibilities:**

This position has no supervisory responsibility.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

High School diploma or equivalent, Associates degree preferred; one to three years in responsible clerical or administrative position with municipal experience and strong customer service background preferred; or equivalent combination of education and experience.

**Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to communicate effectively with individuals or groups of customers or employees of organization.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute formulas and reconcile spreadsheets.

**Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Independent Action**

Incumbent functions independently within a broad scope of established department policies and procedures; generally, refers problems to supervisor only when clarification of department policies may be required.

**Interrelationships**

Functions performed require the ability to communicate somewhat complex information with other employees and others outside the organization under conditions where basic understanding or sensitivity is required to promote and maintain relationships. Ability to treat sensitive and private information confidentially. Ability to work as a part of a team.

**Manual Skills**

Responsibilities require application of manual skills for lengthy portions of time where accuracy is critical. Excellent organizational skills and ability to multi-task and produce detailed work required.

**Computer Skills**

To perform this job successfully, an individual should have intermediate to advanced knowledge of database/Access software; the internet and web-based software; Excel and Word software, Outlook and PowerPoint.

**Certificates, Licenses, Registrations**

Becoming a notary public may be required, depending on assignment. Have/maintain a valid Massachusetts Driver's License and reliable transportation may be needed for off-site work.

**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. The employee must occasionally lift and/or move up to 25 pounds.

**Work Environment/Hours**

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

**ACKNOWLEDGEMENT**

The above statements are intended to describe the general nature and level of work being performed by this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed. 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 the requirements of the job change.

I acknowledge that I have read this job description. I understand the responsibilities assigned to this position. I certify that I can perform these functions.

<b>Employee Signature</b>	<b>Date</b>	<b>Supervisor’s Signature</b>	<b>Date</b>
<b>HR Director Signature</b>	<b>Date</b>	<b>Town Manager Signature</b>	<b>Date</b>

*Pay/Equity/Equal Opportunity/Americans with Disabilities Act Employer*