

Town of Hampstead, NH

POSITION: Clerk II
FLSA STATUS: Non-Exempt
LABOR GRADE: 5

DEPARTMENT: Town Clerk/Tax Collector
REPORTS TO: Town Clerk/Tax Collector
DATE: March 2019

GENERAL SUMMARY

The Clerk II serves the Town Clerk/Tax Collector and other office staff as necessary, performing a wide range of complex administrative support duties, assisting in coordinating the administrative functions of the Town, engaging in considerable contact with citizens, outside agencies, and other town departments and officials.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs transactions necessary to issue motor vehicle registrations and titles, collects necessary fees and reconciles transactions with daily deposits.
- Interacts with other Town departments, the New Hampshire Department of Motor Vehicles and the Division of Vital Records.
- Performs transactions necessary to issue and maintain licenses, certificates and permits to the public including marriage licenses, voter registration, death certificates, and other assorted permits and certificates.
- Mails out property tax bills.
- Handles questions and concerns from the public; answering questions about tax bills, registrations or any other office function, whether on the phone or in person.
- Performs all aspects of Election-net: voter registrations, voter maintenance, absentee ballots, and all related database updating and reporting, as well as working with the supervisors of the checklist for changes and working the polls and deliberative session.
- Reconciles cash received and deposits transaction receipts.
- Provide assistance for accounts payable function as necessary.

OTHER DUTIES AND RESPONSIBILITIES

Performs other related duties as requested.

SUPERVISORY CONTROLS: The Town Clerk/Tax Collector provides continuing or individual assignments by indicating generally what needs to be done, limitations, quantity and quality expected, deadlines and priority of assignments. The supervisor provides additional, specific instructions for new, difficult or unusual assignments including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instruction in accordance with Town policies and procedures, exercising a moderate degree of judgment and tact, but refers deviations, problems and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

GUIDELINES: Guidelines include NH Statutes and Town ordinances, policies and procedures. These guidelines are generally clear and specific but may require some interpretation in application. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references and procedures for application and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of the several established alternatives to use. Situations to which the existing guidelines cannot be applied or with significant proposed deviations from the guidelines are referred to the supervisor.

COMPLEXITY: The work consists of duties that involve related steps, processes, or methods. The decision regarding what needs to be done involves various choices requiring the employee to recognize the existence of, and differences among, a few easily recognizable situations.

SCOPE AND EFFECT: The work involves the execution of specific rules, regulations or procedures and typically comprises a complete segment of an assignment or project of broader scope. The work product or service affects the accuracy, reliability or acceptability of further processes or services.

PERSONAL CONTACTS: The personal contacts are with employees within the immediate organization, office, project or work unit and in related or support units. The contacts are with members of the general public in very highly structured situations, i.e., the purpose of the contact and the question of with whom to deal are relatively clear.

PURPOSE OF CONTACTS: The purpose is to obtain, clarify or give facts or information regardless of the nature of those facts, i.e., the facts or information may range from easily understood to highly technical.

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; walk; sit; use hands to finger, handle, or feel; reach with hands and arms, speak, see and hear. Employee must occasionally lift/move up to 25 pounds.

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.

Work is primarily performed in office setting.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: Positions at this level have no formal assigned supervisory responsibility or authority. Employees are responsible only for the performance of their own assigned work. They may be asked to train new employees in the fundamentals of the job or to participate in cross-training of other employees in the department, but such assignments do not include the on-going authority to assign and review the work of other employees or to recommend or take corrective action with regard to the performance of other employees.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience

- Knowledge and level of competency commonly associated with completion of a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the job usually associated with having had a similar position for one to two years.

Knowledge, Skills and Abilities

- Knowledge of general Town operations and organization.
- Knowledge of office and administrative practices and procedures.
- Knowledge of business English, vocabulary, spelling and arithmetic.
- Knowledge of research methods.
- Knowledge of basic bookkeeping practices.
- Knowledge of record-keeping systems.
- Knowledge of NH Statutes relating to municipalities, governmental operations and tax administration.
- Knowledge of the principles of real estate and property valuation.

- Skill in performing basic mathematical calculations.
- Skill in the use of such office equipment as computer and related software, calculator and copier.
- Skill in dealing with the public.
- Ability to maintain administrative, fiscal and general records.
- Ability to prepare effective correspondence.
- Ability to work independently.
- Ability to be detail oriented, work well under pressure and to maintain a high level of professionalism and confidentiality with high-level officials, department heads, employees and the general public.
- Ability to deal with public relations problems courteously and tactfully.
- Ability to handle multiple tasks efficiently.

LICENSING AND CERTIFICATION

NH DMV Certificate. Required classes for NH Vital records. Notary appointment.

TOOLS AND EQUIPMENT USED

Computers, calculator, copier, fax machine, phone and other general office equipment.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.