



TOWN OF HARDWICK

Job Description

Title: Assistant Town Clerk/Assistant Treasurer
Reports to: Town Clerk

Department: Town Clerk/Treasurer's Office
Updated: February 2026

OVERVIEW OF POSITION

This position is responsible for a variety of clerical tasks from maintaining official municipal records, issuing a variety of licenses, certificates and permits, assisting with elections and working with the public. The position serves as second in command within the office and may perform the functions of the Town Clerk as authorized and necessary. In addition, this position is expected to assist with customer service at the counter, on the phone and within the office regarding collections for the treasurer's office. This position requires an occasional evening including but not limited to working at voting polls, Select Board meetings and BCA meetings.

ESSENTIAL JOB FUNCTIONS

(The following are illustrative of the duties and responsibilities associated with this position and are not intended to be all-inclusive.)

- Issue a variety of licenses and certificates to the public (dog licenses, marriage licenses, birth & death certificates, motor vehicle renewals, voter registration certificates, etc.)
- File and maintain official municipal records
- Assist with reception duties by answering questions from the public at the counter, on the phone and via email, and directing inquiries to the proper departments
- Assist the public with research in land records and various other public records
- Maintain a friendly, neutral, cooperative and professional attitude with fellow employees, town officials, title researchers and the public
- Receive and accurately process a variety of payment transactions
- Open and sort incoming mail; prepare outgoing mail
- Assist the Town Clerk in the preparation of Local, State and Federal elections, as well as tasks on each election day
- Serve as Notary Public
- Maintain file indexes, database entries and type documents as required
- Work under the general supervision of the Town Clerk, following all applicable policies, procedures, local ordinances, State and Federal laws.
- Performs the duties of the Town Clerk in his/her absence, when authorized to do so by Town Clerk.
- Attend training and educational conferences, upon approval of the Town Clerk.
- Other duties as assigned

QUALIFICATIONS

Knowledge, Skills and Abilities

Must have great customer service and attention to detail. Requires working knowledge of office equipment, procedures, and practices, a working knowledge of business English, spelling and arithmetic. Requires ability to maintain general and specialized office files and perform varied clerical bookkeeping, recording and processing functions. Knowledge of Excel, Microsoft Word and willingness to learn NEMRC accounting software. Requires ability to communicate effectively both verbally and in writing. Confidentiality and discretion are key components of this position.

Education or Formal Training

High School Education

Experience

Customer service and two (2) years' general clerical experience is a plus.

EQUIPMENT USED

Telephone, personal computer, printer, copier, scanner, calculator, credit card reader, check scanner and other typical office equipment.

WORKING ENVIRONMENT AND PHYSICAL ACTIVITIES

A fast-paced office environment that requires a great deal of standing and walking. This position is a key focal point for many residents of the municipality. Must have the ability to perform multiple tasks at once due to constant interruptions by the telephone, counter contacts, attorneys, paralegals, real estate agents and other employees. The ability to move and position boxes of files which include bending, pushing, pulling, reaching, and other occasional lifting of up to 25 pounds. Must have good project management skills.

The above information is intended to describe the general nature of this position and is not considered to be a complete statement of duties, responsibilities, and other requirements.

The Town of Hardwick is an equal opportunity institution/employer and complies with the guidelines of the Americans with Disabilities Act. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.