

Town of Gouldsboro

Deputy Clerk

Position Status: Full-time, hourly, non-exempt | **Reports To:** Town Clerk & Office Manager

Anticipated Pay Range: \$20.00-\$23.00 per hour, depending on qualifications and experience.

Position Summary

The Town of Gouldsboro is seeking a dependable, service-oriented Deputy Clerk to join our collaborative front-office team. This position performs a variety of municipal duties including but not limited to; customer service, records management, licensing, bureau of motor vehicle registrations, cash-handling, and administrative duties. The successful candidate will work closely with residents, coworkers, Town Clerk & Office Manager among other municipal officials. The candidate must be accurate, courteous, adaptable, and comfortable balancing multiple responsibilities and deadlines. This is a highly public-facing position and serves as one of the primary points of contact between the Town and its residents. The Deputy Clerk must be comfortable interacting with the public throughout the workday, including assisting individuals who may be frustrated, upset, or dissatisfied with taxes, fees, regulations, or other municipal matters. The employee is expected to remain calm, courteous, professional, and helpful in challenging interactions and to recognize that front-office staff represent the Town in every public interaction.

The Deputy Clerk reports to the Town Clerk & Office Manager and may perform duties of the municipal clerk's office as assigned and authorized by the Town Clerk & Office Manager. The position also provides administrative support to the Town Manager and other Town operations as needed.

Essential Duties and Responsibilities

- Provide professional, courteous, and timely service at the public counter, by telephone, and through electronic communications.
- Ability to remain calm, patient, tactful, and professional when dealing with difficult, frustrated, or upset members of the public, including the ability to listen to complaints, explain Town policies and requirements clearly, de-escalate interactions when appropriate, and recognize when a matter should be referred to the Office Manager.
- Respond to routine questions, provide accurate information, and direct residents and other callers to the appropriate staff member when necessary.
- Process motor vehicle and recreational registrations, dog licenses, and other municipal licenses, permits, certificates, and transactions for which the employee is trained and authorized.
- Receive and accurately process payments, issue receipts, balance transactions, and complete end-of-day cash reconciliation procedures.
- Assist with property-tax and other municipal payment transactions and related recordkeeping, as assigned.
- Assist the Town Clerk with vital records, elections, voter registration, meeting and election preparation, reports, records management, and other statutory or administrative responsibilities, as trained and authorized.
- Maintain accurate, complete, organized, and confidential municipal records in accordance with applicable laws, policies, and retention requirements.
- Assist in preparing reports, correspondence, notices, and other materials required by the Town Clerk, Tax Collector, Town Manager, or other authorized officials.

- Use municipal software, online systems, office equipment, and other technology necessary to perform assigned duties.
- Assist the Town Manager or Town Clerk with special projects as assigned.
- Maintain accurate time and attendance records and comply with Town policies and procedures.
- Perform other related duties consistent with the position as assigned.

Knowledge, Skills, and Abilities

- Strong customer-service skills and the ability to interact respectfully and effectively with residents, coworkers, elected and appointed officials, and the general public.
- Clear and professional verbal and written communication.
- Ability to receive and give constructive feedback professionally and productively.
- Ability to work collaboratively as part of a small team while also working independently and taking responsibility for assigned tasks.
- High degree of accuracy, attention to detail, organization, and follow-through.
- Ability to manage competing priorities, interruptions, and strict deadlines in a busy public-facing office.
- Sound judgment, discretion, and ability to maintain confidentiality when handling sensitive records and information.
- Ability and willingness to learn municipal laws, procedures, software, office equipment, and evolving technologies.
- Ability to prepare, review, and interpret routine reports, forms, records, and financial transactions.
- Dependability, punctuality, adaptability, and commitment to continuous learning and improvement.

Minimum Qualifications

- High school diploma or equivalent.
- Two (2) years of progressively responsible clerical, administrative, or customer-service experience.
- One (1) year of responsible cash-handling experience.
- Demonstrated ability to use computers and common office software and equipment.
- Ability to become qualified, appointed, and sworn to perform Deputy Municipal Clerk duties as required by Maine law.

Preferred Qualifications

- Three (3) or more years of progressively responsible clerical, administrative, municipal, or customer-service experience.
- Two (2) or more years of responsible cash-handling experience.
- Prior municipal government experience.
- Experience or familiarity with motor vehicle registrations, Inland Fisheries & Wildlife registrations, vital records, elections and voter registration, property-tax transactions, municipal permitting, records management, or similar municipal functions.

Schedule

The regular schedule averages approximately 37 hours per week. The employee may from time to time work additional hours with advance approval of the Town Clerk and Town Manager. Additional or adjusted hours may occasionally be required for elections, deadlines, training, meetings, or other operational needs.

- Monday and Wednesday: 8:00 a.m.-4:00 p.m.
- Tuesday: 8:00 a.m.-5:00 p.m.
- Thursday: 8:00 a.m.-5:00 p.m.

- Friday: 8:00 a.m.-1:00 p.m.
- The office is closed Monday through Thursday from 12:15-1:00 p.m. for lunch.

Compensation and Benefits

The anticipated hourly pay range is \$20.00-\$23.00, depending on qualifications and experience. The position is eligible for benefits in accordance with applicable Town policies and plan terms, including health insurance and retirement plans.

Application Process

Interested candidates should submit a resume, brief cover letter, and completed Town employment application to town.manager@gouldsborotown.com. Applications will be reviewed as received until the position is filled.

Equal Employment Opportunity

The Town of Gouldsboro is an equal opportunity employer. Employment decisions are made without unlawful discrimination on the basis of any status protected by applicable federal or Maine law. Reasonable accommodations are available to qualified applicants and employees with disabilities as required by law.