



City of Framingham, MA

August 26, 2026

Position Vacancy

RFP #27-018-01

Position: Office Manager

Department: City Clerk

Grade: M7 Full Range: \$61,368.84 – \$79,387.36
Anticipated Hiring Range: \$61,368 – \$63,848

Schedule: Monday, Wednesday & Thursday 8:30 a.m. to 5:00 p.m.
Tuesday 8:30 a.m. to 7:00 p.m.
Friday 8:30 a.m. to 12:30 p.m.
37.5 Hours per week



The City of Framingham is currently a 100% onsite work environment.

This is a full-time (37.5 hours per week), benefit and overtime eligible position, classified as M-7 on the city's municipal employee classification plan that currently utilizes a predetermined step increase system.

- Position will remain open until filled. Preference will be given to those who apply within the first 14 days.
- Framingham City Hall (The Memorial Building) is located at 150 Concord Street, and is accessible by the [MBTA Commuter Rail](#) and the [MWRTA](#).
- The City of Framingham offers a robust benefits package and is an eligible employer for the [Federal Student Aid Public Service Loan Forgiveness Program](#).
- We seek to hire a candidate who shares our commitment to Framingham and values civility, collegiality and working in a coordinated team environment to serve the City of Framingham.
- The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham.
- The City of Framingham is an Affirmative Action Equal Opportunity Employer.

Position Purpose:

Under the direction of the Assistant City Clerk, the Office Manager performs administrative and professional duties to support the daily operations of the City Clerk department including activities relating to vital records and legal documents filed in the department. The position provides complex administrative support and day-to-day office management. This position is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control. Duties are varied and require knowledge of department operations, department systems, City procedures and policies and MA General Laws. Performs all other related work as required.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Liaison to the Commonwealth of MA, Vital Records and Statistics, Public Records Division, Family and Probate Court, Chief Medical Examiner's Office, Social Security Administration, MetroWest Medical Center, and Directors of Funeral Homes.
2. Registrar of birth, death and marriage certificates.

3. Balance daily cash/electronic payment reports.
4. Manage a wide variety of tasks or responsibilities simultaneously balancing long-term and short-term projects, completing multiple tasks, with high volume work load.
5. Post public meetings, agendas, and meeting minutes pursuant to Massachusetts Open Meeting Law for governmental boards, committees and commissions.
6. Process affidavits, amendments, corrections, paternity and non-paternity statements to legal vital records.
7. Coordinate the process of the annual registration of dog licenses, permits, kennels and boarding licenses.
8. Coordinate the process of annual registration of fuel permits and monthly business certificates renewals.
9. Receive, respond to and direct a high volume of visitors, telephone calls, and incoming mail.
10. Provide clerical support to the City Clerk and City Council departments, prepare documents and correspondence, make copies, maintain and update records and files.
11. Perform data entry for a variety of licenses, permits, and records issued by the City Clerk's office.
12. Process additional related documents including business certificates, planning board, zoning board and historic district applications and decisions, going out of business filings, pole/conduit and geothermal petition orders and misc. licenses.
13. Organize, preserve and file permanent records such as vital records and historical documents.
14. Submit monthly vital record records, reports and statistics to the Commonwealth's Vital Records and Statistics- Public Health Department
15. Provide assistance regarding the operation of the Elections Department during election season
16. Troubleshoot city designed programs in conjunction with the Technology Services Department

Qualifications:

- Associate's degree or equivalent work experience with a minimum of three to five (3-5) years' experience in a similar environment; or equivalent combination of education and experience.
- Knowledge of:
 - Applicable state, local and federal laws and/or regulations and department practices pertaining to all aspects of the operations of the City Clerk, Elections and City Council Departments.
 - Microsoft Office (Word, Excel, Outlook, etc.).
- Ability to:
 - Lead, plan, organize, and collaborate with others.
 - Ability to communicate effectively both orally and written, ability to establish and maintain effective working relationships with all city employees, boards/committee members, officials, and the general public
 - Understand laws that pertain to daily operations and communicate effectively to assist or manage individuals
 - Ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time constraints
 - Deal tactfully with difficult members of public.
 - Proficiently operate a computer at an intermediate level.
- Skills:
 - Excellent customer service skills, Strong organizational skills; strong communication skills both orally and in writing. Proficient in use of computers.

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 position's essential functions.

Regularly required to remain stationary for extended periods of time and traverse around an office setting. Ability to communicate with and understand employees and members of the public; operate office equipment, transport and manipulate paper, files, and other common office objects. Ability to view computer screens and work with details for extended periods of time. Ability to move large objects weighing up to 20 pounds.

Supervision Required:

Performs tasks of moderate complexity within the guidelines of established procedures under the general direction of the Assistant City Clerk. Questions are referred to Supervisor.

Supervisory Responsibility:

This role oversees multiple seasonal support staff.

Work Environment:

- Work is performed in an office environment; noise level is moderate.
- Operates an automobile, computer, calculator, printer, telephone, copier, and all other standard office equipment.
- Employee has frequent contact with the general public and co-workers, other city departments, city businesses, city officials, federal, state and local funeral homes, nursing homes and local hospital. Contacts are in person, by telephone, facsimile, and by email.
- Has access to department-related confidential and/or sensitive information including financial records, lawsuits, medical records, impounded, sealed court documents, vital records which includes but is not limited to adoptions, paternity/non-paternity documents, affidavits of correction, gender reassignment documents which would cause a significant breach of trust and seriously damage to the reputation of the department.
- Errors in judgement could result in delay or loss of service, and have potential legal and/or financial repercussions.

Occupational Risk:

Risk exposure is similar to that found in an office setting.
