

**Position Announcement**

**Tri-Town Veteran's Clerk**

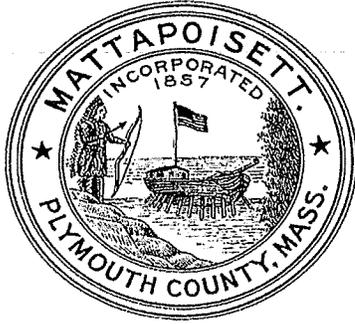
**24 hours per week**

**The Towns of Mattapoissett, Marion and Rochester share a person who performs 24 hours of clerking and administrative duties for the towns as it relates to fulfilling statutory needs for administering both federal and state veteran's benefits. A complete description of the position is available on each of the three town's home page. The position pays \$19.58 per hour and limited benefits are offered.**

**The desired candidate should have the latest skills in computer software packages that aid in tracking, managing, and reporting information about individuals applying for and receiving veteran's benefits. Finalist candidates will be tested for proficiency in skills assessment.**

**Interested individuals should submit a letter of application and Resume to the Mattapoissett Town Hall Selectmen's Office, 16 Main Street Mattapoissett no later than October 21<sup>st</sup>, 2016.**

**The Towns of Mattapoissett, Marion and Rochester are Equal Opportunity Employers.**



Analysis By: Laurel Ridge Consulting Group / updated Aug.2016

**Work Smart Analysis  
Town of Mattapoisett, Massachusetts**

Job Title ----- Veterans Services Clerk  
 Department ----- Veterans Services  
 Reports to----- Veterans Services Agent  
 Job Number ----- 40CTOM / Review Date --April 2012  
 Classification ----- Level (3) Moderate  
 Shift Duration ----- 7 hours per day / 2 days per week  
 Break cycle ----- 1-30 min. (2)-15 min.  
 Noise Level Rating --- Low  
 Job Location ----- 90% inside 10% outside  
 Temperature Range- 65° to 80° indoor/ Seasonal Outdoor

Reviewed by:

**Primary Task**

The primary function of this position is to provide administrative support to the office Veteran's Service Agent, as well as to interpret, explain and explore the policies, programs, benefits and services for veterans and assist with obtaining any resource or revenue available to them in a timely manner, abiding by all municipal, state and federal guidelines, regulations and quality standards and ensuring safe, courteous and professional behavior is observed in all situations.

**Confidentiality Statement**

This position allows access to department-related confidential information, requiring the application of appropriate judgment, discretion and professional protocols. This responsibility extends to like information that is inadvertently learned while engaged in the execution of the Employee's duties. The Employee is expected to highly regard their privacy and confidentiality, and to maintain related information regarding any personal, family, medical, health, disabilities and financial data, insurance, legal proceedings as confidential. All records dealing with specific individuals and entities must be treated as confidential. Any disclosure of an employee or individual's information, no matter how it was attained or revealed, is taken seriously. Negligence and carelessness are not excuses. The Town of Mattapoisett may immediately terminate Employee's employment if determined that Employee has breached a material term of this Agreement. (see page 5 for details) The Town of Mattapoisett disciplinary action for breach of this Agreement are cumulative, and termination of Employee's employment shall not preclude the Town from exercising any other action, whether at law, equity, or otherwise.

**Essential Functions**

- At the start of the shift review email, voice mail and other communications, check schedule /calendar for meetings and appointments.
- Attend required scheduled meetings, training sessions (day and evening) and resident / employee appointments as required.
- Maintain coverage of Veterans Services office business hours and answer questions from, veterans and / or their families, related agencies, vendors, residents, visitors and other interested individuals regarding Veterans issues and services as required.
- Answer phones, take detailed messages and direct callers to the appropriate personnel and / or agencies as required.
- Assist walk-ins by ascertaining needs, explaining departmental policies and procedures, initiating necessary paperwork, or referring them to appropriate staff.
- Interpret, explain and explore the policies, programs, benefits and services for veterans and assist with obtaining any resource or revenue available to them.
- File claims, provide assistance, (financial, medical, disability, educational, employment opportunities, cards and care packages etc.) and follow-up on all issues pertaining to the Veterans and the services they are seeking.
- Handle requests for discharge and war records, VA loans, medal requests, arrange honor guards for funerals, and VA license plates.
- Provide support to veteran students regarding chapter benefits, admission requirements, transfer credits and other academic services.
- Assist students with interpretation and development of VA college policies, procedures, identify points of contact and coordinate protocols in functional areas of the College.
- Provide administrative support to the office Veteran's Service Agent, create letters (formal and informal) to Veterans Affairs Officials, maintain forms, files and correspondence, open and distribute office mail as appropriate and process outgoing mail.
- Prepare billings, maintain and balance account records, reports, budgets, forms, records and other materials.
- Assist with the development and maintenance of the Veterans Affairs web page, newsletter and e-alert system as required.
- Plan, coordinate and assist with workshops, seminars and other programing relevant to veteran issues.
- Order, receive, verify and store office supplies for Treasurer-Collector department and handle return mail; statements, delinquent notices and general correspondence as required. Complete special projects and perform any and all similar or related work as required. At end of shift, secure office, equipment and perform general housekeeping duties as required.

**Physical Factors**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>▪ (2) Hand Lift (max)-----25 lb. @ occurrence ---- occasional</li> <li>▪ (2) Hand Carry (max)----25 lb. @ occurrence ---- occasional</li> <li>▪ Lift / Carry (aver.) -----&lt; 10 lb @ occurrence ---- intermittent</li> <li>▪ Stand -----10% Walk ----- 30% Sit ----- 60%</li> </ul> | <ul style="list-style-type: none"> <li>▪ Hand Grasp (max) ----- 35 lb. @ occurrence -- intermittent</li> <li>▪ Pinch (max) ----- 13 lb. @ occurrence ---intermittent</li> <li>▪ Static Push / Pull (max) -- 25 lb. @ occurrence --- occasional</li> <li>▪ Static Push / Pull (max) -&lt;10 lb. @ occurrence --- intermittent</li> </ul> |
|--|---|

Personal Protective Equipment		Tools, Equipment and Machinery				
Appropriate Footwear		Computer / Keyboard / Mouse Printer / Copier / Files	Markers / Pens / Clipboard Fax / Telephone / Cell phone			
Common Workplace Regulations						
<ul style="list-style-type: none"> <li>Report all accidents to the supervisor.</li> <li>Get first aid <u>immediately</u> for ALL injuries.</li> <li>Report unsafe conditions to the supervisor</li> <li>Know emergency evacuation procedures, exits and alarms</li> <li>Responsible for understanding policy / procedures as stated in the employee manual and union contract.</li> <li>Must be able to follow oral and written instructions</li> <li>Must be a US Citizen, or a legal alien and 18+ years of age.</li> <li>Must complete a 90 working day probationary period.</li> </ul>		<ul style="list-style-type: none"> <li>Employees must wear Personal Protective Equipment and use safety gear where required.</li> <li>Apparel must follow the Town policy.</li> <li>Must adhere to town policies and generally accepted professional behavior while performing job duties and / or representing the town in any manner.</li> <li>Use proper lifting and carrying procedures / Seek assistance mechanical or manual over 50lb</li> <li>Town facilities are a "tobacco free" environment there are no tobacco products allowed in town buildings, vehicles, equipment or on town property.</li> </ul>				
General Job Requirements		Specific Job Skills, Qualifications and Training				
<ul style="list-style-type: none"> <li>Must read, write, and communicate in English as it relates to the job and to the safety regulations.</li> <li>Must be able to access all levels of a site / building /structure and enter and exit from vehicles.</li> <li>Must be able to operate the equipment and tools used to perform the job.</li> <li>Must be able to perform all job functions safely.</li> <li>Must meet the performance standards for the job.</li> <li>Must be able to follow instructions.</li> <li>Must be able to work the scheduled / assigned times and required overtime for the position.</li> <li>Must complete mandatory drug testing.</li> <li>Must complete required medical physical exam and testing.</li> <li>Must submit to CORI check and not possess any significant criminal record as determined by the appropriate authorities.</li> </ul>		<ul style="list-style-type: none"> <li>Must have earned a High School diploma or proof of GED.</li> <li>Must have (3) yrs. of experience with veterans in an advisory capacity or related education, training and experience that enables performance of all aspects of the position.</li> <li>Knowledge of VA regulations, requirement, procedures and benefits and standard bookkeeping, records and forms.</li> <li>Must have excellent inter-personal / customer service skills.</li> <li>Knowledge of higher education principles, academic and student life issues.</li> <li>Must have good math and computer skills, fluent in Excel, Word Access, Front-Page and ability to learn VS-MIS software systems.</li> <li>Must be able to effectively communicate (verbal and written) with veterans, co-workers, agencies, vendors and residents.</li> <li>Must have ability to respond to inquiries, concerns, complaints with discretion and work calmly / effectively under any conditions.</li> <li>Must be able to and will be required to attend evening meetings.</li> </ul>				
Environmental Exposures		Material Exposures		Chemical Exposures		
<input type="checkbox"/> Heat / 99°F or above (inside) <input type="checkbox"/> Cold / 40° or below (inside) <input type="checkbox"/> Wet Conditions <input checked="" type="checkbox"/> <b>Seasonal Outdoor Temperatures</b> <input type="checkbox"/> Excessive Humidity <input type="checkbox"/> Darkened Conditions		<input type="checkbox"/> Machine / Truck Vibration <input type="checkbox"/> Moving Mechanical Parts <input type="checkbox"/> Electrical Shock <input type="checkbox"/> Open Flame / Radiant Energy <input type="checkbox"/> Explosive Material <input type="checkbox"/> Cutting Devices / Blades / Knives		<input type="checkbox"/> Caustic <input type="checkbox"/> Toxic <input type="checkbox"/> Noxious <input type="checkbox"/> Flammable / Combustible <input type="checkbox"/> Corrosive <input checked="" type="checkbox"/> <b>Cleaning Solutions</b>		
Atmospheric Conditions		Work Area Mobility		Floor Surfaces		
<input type="checkbox"/> Fumes <input type="checkbox"/> Odors <input type="checkbox"/> Gases <input type="checkbox"/> Filings <input type="checkbox"/> Dust	<input type="checkbox"/> Allergens <input type="checkbox"/> Emissions <input type="checkbox"/> Mist <input type="checkbox"/> Powder <input type="checkbox"/> Ashes	<input type="checkbox"/> Sand <input type="checkbox"/> Particles <input type="checkbox"/> Sawdust <input type="checkbox"/> Smog <input type="checkbox"/> Ammonia	<input checked="" type="checkbox"/> <b>Step/Stairs</b> <input checked="" type="checkbox"/> <b>Handrails</b> <input checked="" type="checkbox"/> <b>Platforms</b> <input type="checkbox"/> Catwalk <input type="checkbox"/> Shelving	<input type="checkbox"/> Staging <input checked="" type="checkbox"/> <b>Protrusions</b> <input type="checkbox"/> Narrow Access <input type="checkbox"/> Confined Space <input type="checkbox"/> Step-Ladders	<input checked="" type="checkbox"/> <b>Carpet</b> <input type="checkbox"/> Fatigue Mat <input checked="" type="checkbox"/> <b>Rubber Tile</b> <input type="checkbox"/> Gravel/Stone <input type="checkbox"/> Asphalt	<input checked="" type="checkbox"/> <b>Concrete</b> <input checked="" type="checkbox"/> <b>Wood</b> <input checked="" type="checkbox"/> <b>Tile</b> <input type="checkbox"/> Steel Plate <input type="checkbox"/> Dirt
Administrative, Scheduling and Other Requirements						
<input type="checkbox"/> Close Supervision <input type="checkbox"/> Frequent Supervision <input checked="" type="checkbox"/> <b>Random Supervision</b>		<input checked="" type="checkbox"/> <b>Set shift hours</b> <input checked="" type="checkbox"/> <b>Work schedule set</b> <input checked="" type="checkbox"/> <b>Supervisor discretion (emergency)</b>		<input checked="" type="checkbox"/> <b>Mandatory overtime</b> <input type="checkbox"/> Weekend overtime <input type="checkbox"/> Holiday overtime		
<input type="checkbox"/> Follows set Work Schedule <input type="checkbox"/> Work directed by Supervisor <input checked="" type="checkbox"/> <b>Work Tasks done as need arises</b>		<input checked="" type="checkbox"/> <b>Work is employee paced</b> <input checked="" type="checkbox"/> <b>Work is a team / cell effort</b> <input type="checkbox"/> Work is machine paced <input checked="" type="checkbox"/> <b>Work is paced by priority situations</b>		<input type="checkbox"/> Work incentive based <input checked="" type="checkbox"/> <b>Work has timeframes</b> <input checked="" type="checkbox"/> <b>Work has deadlines</b>		

Task Analysis	Specific Task Factors
<p><b>Set-Up for Daily Operations</b> At the start of the employee will review email, voice mail and other communications, check schedule / calendar for meetings and appointments.</p>	
<p><b>Administrative Duties</b> The employee will file claims, provide assistance, (financial, medical, disability, educational, employment opportunities, cards and care packages etc.) and follow-up on all issues pertaining to the Veterans and the services they are seeking.</p> <p>The employee will handle requests for discharge and war records, VA loans, medal requests, arrange honor guards for funerals, and VA license plates.</p> <p>The employee will provide support to veteran students regarding chapter benefits, admission requirements, transfer credits and other academic services as required. The employee will assist students with interpretation and development of VA college policies, procedures, identify points of contact and coordinate protocols in functional areas of the College.</p> <p>The employee will provide administrative support to the office Veteran's Service Agent, create letters (formal and informal) to Veterans Affairs Officials, maintain forms, files and correspondence, open and distribute office mail as appropriate and process outgoing mail.</p> <p>The employee will prepare billings, maintain and balance account records, reports, budgets, forms, records and other materials as required.</p> <p>The employee will assist with the development and maintenance of the Veterans Affairs web page, newsletter and e-alert system as required.</p> <p>The employee will order, receive, verify and store office supplies and handle return mail; statements, notices and general correspondence as required.</p>	<p>Lift and Carry ---- up to 20 lb. Normal -----&lt; 10 lb. Push / Pull ----- up to 25 lb.</p> <p>Reach ----- up to 36 " Work area Ht. -- 12" to 48" ROM -- reach, pinch, grasp, walk, crouch, bend, stoop, sit, stand</p> <p>Temperature-----65° to 80° indoor Daily occurrence ---- 60% PAC Rating----- (2)</p>
<p><b>Veterans Services Office / Customer Service Duties</b> The employee will maintain coverage of Veterans Services office business hours and answer questions from, veterans and / or their families, related agencies, vendors, residents, visitors and other interested individuals regarding Veterans issues and services as required.</p> <p>The employee will answer phones, take detailed messages and direct callers to the appropriate personnel and / or agencies as required.</p> <p>The employee will assist walk-ins by ascertaining needs, explaining departmental policies and procedures, initiating necessary paperwork, or referring them to appropriate staff.</p> <p>The employee will interpret, explain and explore the policies, programs, benefits and services for veterans and assist with obtaining any resource or revenue available to them.</p>	<p>Lift and Carry ---- up to 20 lb. Normal -----&lt; 10 lb. Push / Pull ----- up to 25 lb. Reach ----- up to 36 " Work area Ht. -- 12" to 48"</p> <p>ROM -- reach, pinch, grasp, walk, crouch, bend, stoop, sit, stand</p> <p>Temperature-----65° to 80° indoor Daily occurrence ---- 30% PAC Rating----- (2)</p>
<p><b>Off Site and Other Duties</b> The employee will plan, coordinate and assist with workshops, seminars and other programing relevant to veteran issues.</p> <p>The employee will travel to make bank deposits, pick-up mail, attend required scheduled and / or optional meetings, training sessions, conferences, seminars, court dates and resident appointments (day and evening) as required.</p> <p>The employee will attend scheduled special meetings or hearings, as well as take and prepare minutes as required.</p>	<p>Lift and Carry ---- up to 25 lb. Normal -----&lt; 10 lb. Push / Pull ----- up to 25 lb. Reach ----- up to 24 " Work area Ht. -- 6" to 60" ROM -- reach, pinch, grasp, drive, twist, climb, walk, crouch, bend, stoop, sit, stand, lean Temperature—65° to 80° indoor Seasonal outdoor Daily occurrence ----5% PAC Rating----- (3)</p>

Section 1: Job Specific Task Factors				Comments	Critical to Job Success				
<b>Standing:</b>	10	%	Hr.	Filing / office-counter work / meetings	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>			
<b>Walking:</b>	30	%	Hr.	Filing / office-counter work / meetings	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>			
<b>Sitting:</b>	60	%	Hr.	Drive / Administrative Duties / Paperwork	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>			
	<b>Normal Wt</b>	<b>Max Wt</b>	<b>Distance</b>						
<b>Lifting:</b>	< 10 lb.	25 lb.	2-20 ft.	Books / supplies / equipment	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>			
<b>Carrying:</b>	< 10 lb.	25 lb.	2-20 ft.	Books / supplies / equipment	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>			
<b>Push/Pull (Object Wt)</b>	30 lb.	125 lb.*	1-20 ft.	Equipment / torque/ tools /supplies	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>			
<b>Push/Pull (Static Force)</b>	<10 lb	25 lb.	1-20 ft.	Equipment / torque/ tools /supplies	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>			
<b>Clarifications:</b> * 125 lb. of torque using hand tools / devices (screwdriver, etc.) requires 25 lb. of physical force.									
<b>Section 2: Visual Communication Demands:</b>									
<b>Reading Requirements:</b> <input checked="" type="checkbox"/> Work Schedule <input checked="" type="checkbox"/> Procedures/ Manuals <input checked="" type="checkbox"/> Machine Controls <input checked="" type="checkbox"/> Gauges <input type="checkbox"/> On-Board Computer <input checked="" type="checkbox"/> Safety Material and Signage <input checked="" type="checkbox"/> Invoices <input checked="" type="checkbox"/> Bills of Lading <input checked="" type="checkbox"/> Work Order <input checked="" type="checkbox"/> Safety Check Sheets <input checked="" type="checkbox"/> Computer Monitor / Keyboard <input checked="" type="checkbox"/> Labels, Stickers, Tags <input checked="" type="checkbox"/> Blueprints <input checked="" type="checkbox"/> Maps <input type="checkbox"/> Other ( explain)									
<b>Visual Accommodation:</b> <input type="checkbox"/> Magnifying Glass <input type="checkbox"/> Lighting <input type="checkbox"/> Mirrors <input type="checkbox"/> Lenses <input type="checkbox"/> Other (specify):									
<b>Color Vision required:</b> <input type="checkbox"/> no <input checked="" type="checkbox"/> yes									
<b>Clarifications</b>									
Section 3: Verbal / Auditory Communication Demands				Comments	Critical to Job Success				
	0	<20%	20-50%	50-75%	75-90%	>90%			
<b>In person</b>			X				Co-workers / veterans / vendors	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>On Telephone</b>			X				Co-workers / veterans / vendors	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>To the Public</b>			X				Veterans / vendors	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Public Address</b>								Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Two Way Radio</b>	X							Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Clarification:</b>									
Section 4: Physical Demands				Comments	Critical to Job Success				
	0	<20%	20-50%	50-75%	75-90%	>90%			
<b>Climb</b>		X					Steps / Stairs	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Balance</b>		X					Steps / Stairs	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Stoop</b>		X					Office work / supplies / workshops	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Kneel</b>								Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Crouch</b>		X					Office work / supplies / workshops	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Crawl</b>	X							Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Reach 12 - 18"</b>			X				Office-counter work/ admin duties	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Grasp</b>			X				Office-counter work/ admin duties	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Turn Wrist</b>			X				Office-counter work/ admin duties	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Pinch</b>			X				Office-counter work/ admin duties	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Write- Data Entry</b>			X				Data / email / reports	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Read</b>			X				Reports / data /mail / plans	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Measure-weigh-count</b>		X					Count cash	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Drive / Operate</b>		X					Mail / Site Visit / Bank / Meetings	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Foot /Pedal</b>		X					Drive	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Hand Control</b>		X					Drive	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>2 Hand Control</b>		X					Drive	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Twist Head-Neck</b>		X					Office work / supplies / workshops	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Twist Back</b>		X					Office work / supplies / workshops	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Reach to Floor</b>		X					Office work / supplies / workshops	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Reach overhead</b>		X					Office work / supplies / workshops	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Reach over 18"</b>			X				Office work / supplies / workshops	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Reach below waist</b>			X				Office work / supplies / workshops	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Lift Overhead</b>		X					Office work / supplies / workshops	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Lift Waist Level</b>		X					Office work / supplies / workshops	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Lift from Floor</b>		X					Office work / supplies / workshops	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Bend at Waist</b>			X				Office work / supplies / workshops	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Smell</b>	X							Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Taste</b>	X							Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Comments</b>									

**Range of Motion Factors**

Neck		Shoulder		Wrists		Hands		Knees	
Rt Rotation	75%	Rt Rotation	75%	Rt. Extension	75%	Thumb/Mid/Index	75%	Deep Bend	75%
Lt Rotation	75%	Lt Rotation	75%	Lt. Extension	75%	Rt. Open/ Close	75%	Rt. Ext/ Flex	75%
Up Extend	75%	<b>Back</b>		Rt. Flex (down)	75%	Lt. Open/ Close	75%	Lt. Ext/ Flex	75%
Down Flex	75%	Forward bend	75%	Rt. Flex (down)	75%	<b>Elbows</b>		<b>Feet</b>	
		Rt Trunk Twist	75%			Rt. Ext./Retract	75%	Rt. heel/ toe	75%
		Lt Trunk Twist	75%			Lt. Ext./Retract	75%	Lt. heel/ toe	75%

**Physical Ability Classification Rating System**

Number	Level	Lift	Grasp	Pinch	Static P/P	Frequency	100% ROM Demands
(1)	Sedentary	<10 lb.	15	8	<10 lb.		-
(2)	Light	10-20 lb.	20	10	10-30 lb.	25% >	> 50% of categories
(3)	Moderate	20-50 lb.	35	13	30-60 lb.	20% >	> 75% of categories
(4)	Intermediate	50-75 lb.	50	17	60-85 lb.	15% >	100% of categories
(5)	Heavy	75-100 lb.	65	22	85-100 lb.	10% >	-
(6)	Extreme	100 lb.>	85	28	100 lb.>	5% >	-

Continual - activity is performed 60% or more of the workday  
 Frequent -----activity is performed 40-60% of every workday  
 Intermittent- recurrent activity done 25-40% of every workday.

Occasional -activity is done less than 25% of the workday.  
 As needed --activity is done when need arises, < 5% of workday.

**Confidentiality Agreement**

The Veterans Services Clerk provides professional and confidential executive assistance to the Veterans Service Agent / Veterans Services and must sign a confidentiality agreement. The position allows access to department-related confidential information, requiring the application of appropriate judgment, discretion and professional protocols This responsibility extends to like information that is inadvertently learned while engaged in the execution of the employee's duties. Errors in administration and judgment could result in reduced levels of service, inequitable assessments, loss of municipal tax revenue, and have financial and legal repercussions.

The Veterans Services Clerk is a confidential position.

"Confidential" means that employees may discuss tasks, duties, issues, information and procedures etc. with appropriate co-workers and supervisors regarding the individual cases, but are not permitted to disclose clients' names or discuss matters in ways that will make their identity known. No information may be released without appropriate authorization.

The Veterans Services "Confidentiality of Veterans Records" / The Town of Mattapoisett, Massachusetts Public Records Law and Open Meeting Law, HIPAA rules and requirements, the Mass. General Laws / Federal Statutes provide guidelines regarding confidentiality. The clients, patrons, current employees, former employees, retirees, vendors, veterans, students, voters, taxpayers, elected officials, candidates, residents and other individuals, businesses and agencies rely on staff to conform to the rules of confidentiality.

The employee is expected to regard highly the privacy of clients and to maintain related information regarding any personal, family, medical, health, disabilities financial data, insurance, legal proceedings as confidential.

All records dealing with specific clients must be treated as confidential. Failure to maintain confidentiality may result in termination of your employment, or other corrective action. This policy is intended to protect the client, the employee, as well as the Town of Mattapoisett, and in extreme cases, violations of this policy also may result in personal liability.

**Employee Acknowledgement**

I acknowledge that I understand and accept the requirements, safety specifications, conditions and qualifications as specified in this document.

In accepting this position I understand that confidential information (personal, family, financial, employment, health, tax, etc.) in any form, that is received through my employment must not be disclosed, released, or transmitted to anyone other than persons who are authorized to receive the information. I will maintain control of client personal or sensitive information, electronic media, or devices and must handle and dispose of the information appropriately.

If there is any doubt as to whether certain information is confidential I must ask the appropriate authority before disclosing, releasing, or transmitting it. The proper handling and protection of confidential information applies within and outside of the town and continues to apply after the employment ends and must not be used for the purpose of furthering any private interest, or as a means of making personal gain.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_