



TOWN CLERK / CUSTOMER SERVICE MANAGER

Town Description

Incorporated in 1859, historic Town of Mount Pleasant is a municipality of approximately 1,800 people in eastern Cabarrus County, North Carolina in the Charlotte metropolitan region. The Town of Mount Pleasant is a full-service municipality providing water treatment and distribution, sewer collection, solid waste collection, street maintenance and lighting, fire protection, contracted police protection, planning and zoning, Town park, and events. The Town operates under the Council-Manager form of government with a five-member Board of Commissioners and a Mayor.

Department Description- Administration Department

The Administration Department is responsible for the general operations, fiscal management, customer service, and administrative functions of the Town. This department is composed of the Town Manager, Assistant Town Manager, Finance & Human Resources Director, Town Clerk/Customer Service Manager, Senior Customer Service Specialist, and Customer Service Assistant.

Supervisory Structure for Position

As Town Clerk, this position serves the Town Board of Commissioners by keeping records of Board proceedings, acting as custodian of public records, and giving notice of public meetings. For these core governance functions, the clerk directly supports the elected board. The position reports to the Town Manager regarding job performance and works closely with the Finance & Human Resources Director on financial reporting and procedures. This position oversees the duties of the Senior Customer Service Specialist and Customer Service Assistant.

General Duties and Responsibilities for Position

As with many positions in a small municipality, the Town Clerk/Customer Service Manager Position involves multiple interdisciplinary duties. The employee performs the statutory Town Clerk role, attends meetings of the Town Board to serve as the Town Clerk and provides administrative support to the Mayor, Board, and Town Manager. The employee also performs work for the Planning & Zoning Board. Work is performed under the direction of the Town Manager and close coordination with the Finance & Human Resources Director. The employee also provides a wide variety of customer service assistance to the public in person, by phone, and over the computer. Work requires supervisory skills and is performed in accordance with established local government monetary procedures, local ordinances and North Carolina General Statutes governing the responsibilities of local government.

- Coordinates all Board meetings, including special meetings: budget workshop, emergency meetings, etc.
- Performs statutory Town Clerk responsibilities: prepares and distributes agenda materials, proclamations, resolutions, public announcements, posts Town information website and social media, takes minutes for all Board meetings, serves as custodian of official Town records. The Town Board of Commissioners meets on the second Tuesday of the month. Meeting schedule may be altered dependent on the Board needs.
- Maintains centralized collection of Town ordinances and policies and administers electronic and paper records retention in accordance with state standards
- Performs as statutory Clerk to the Planning & Zoning Board: assists Planning staff with the preparation and distribution of agenda materials, takes minutes for all Planning & Zoning Board meetings, serves as custodian

of the Planning & Zoning Board records. The Planning and Zoning Board meets on the fourth Monday of the month. Meeting schedule may be altered dependent on the Board needs

- Provides administrative support to Town Manager and Board of Commissioners including correspondence, document production, file management, and related tasks
- Assists the public with a wide variety of issues including utilities enrollment and problem-solving, etc.
- Updates website as needed with policies, Town information, etc.
- Assist, as needed, with special events held by the Town. Currently, events include the Independence Parade Celebration held the fourth Saturday of June, the Fall Festival held on a Saturday in October, and the Christmas Parade & Tree Lighting held the first Saturday of December
- Assists with utility billing, payments, etc.
- Provides customer service-related activities such as answering phone calls, taking customer payments, notaries, providing general information, making bank deposits, checking drop box and post office for payments.
- Assists Finance & Human Resources Director in preparing documentation for financial reporting and audits
- Position oversees customer service staff and assists with problem-solving and conflict resolution
- Position requires periodic evening and weekend work

Education and Training for Position

- Graduation with a bachelor's degree in accounting, business, business administration, public administration, or related field and considerable experience in municipal administration, public finance administration; or an equivalent combination of education and experience
- North Carolina Municipal Clerk Certification or ability to obtain within three (3) years of employment
- North Carolina Notary Public certification or ability to obtain within within six (6) months of employment
- Must be approved for bonding by insurance company

Skills for Position

- Ability to demonstrate knowledge of North Carolina General Statutes and of local ordinances governing municipal financial practices and procedures and the statutory role of Clerk
- Skill in document production, including accurate spreadsheet analysis and preparation of minutes
- Ability to supervise customer service staff, including effective training, leadership, motivations, communications, delegation, and conflict resolution
- Ability to establish and maintain effective working relationships with the public, departmental heads, governmental officials, and with other Town employees
- Accuracy and thoroughness in the analysis and preparation of billing reports
- Strong written and oral communication skills
- Strong interpersonal and conflict resolution skills
- Strong organizational skills and multi-tasking in a fast-paced environment
- Ability to establish and maintain working relationships with officials, managers, department heads, employees, and the public
- Strong computer skills, including typing, website maintenance, use of social media for events, and the ability to learn financial software utilized by the Town

Physical Requirements for Position

- Must be able to physically perform the basic life operational functions of reaching, standing, fingering, grasping, feeling, talking, hearing, and repetitive motions.
- Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to lift objects.

- Must possess the visual acuity to prepare and analyze data and figures, perform accounting processes, operate a computer, and perform extensive reading.

Pay Grade for Position

- Exempt Salary Position
- Pay Grade Classification: 24
- Pay Range: Minimum \$64,863 - Maximum \$97,294 (hiring range based on qualifications)

Benefits

- Town of Mount Pleasant full-time employees are eligible for North Carolina State Retirement, a 5% 401k contribution, medical, dental, vision, and a supplemental life insurance policy.
- Vacation is accrued based on years of full-time service accrued at 8 hours per month (see the Town of Mount Pleasant Personnel policy, page 31 for accrual rates after 5 years of full-time service)
- Sick time is accrued at 8 hours per month.
- Continuing education for certifications applicable to job duties.

Career Development

This position may engage in additional education and training that may lead to advancement in the organization serving as determined by an individualized career development plan created with the position's supervisor, subject to the Town's Personnel Policy.

The Town of Mount Pleasant is committed to providing equal opportunities to applicants and employees without regard to race, color, age, sex (including pregnancy, gender identify and sexual orientation), gender national origin, religion, disability, military service or veteran status, genetic information or any other classification protected by applicable Federal, State, and local laws and ordinances. In compliance with the Americans with Disabilities Act, the Town of Mount Pleasant will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with Human Resources staff.

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