

MELISSA RIPLEY

Melrose, MA 02176 - [REDACTED]

SUMMARY

Process driven Administrator with 20+ years of experience in the municipal and corporate realm, with a focus on process efficiency, customer service, cross training, and technology.

SKILLS

Proficient in the Microsoft Office Suite (PowerPoint, Word, Excel, Publisher, Outlook) - MUNIS (payroll and accounting software) - Adobe Document Creator - City Hall Systems Database/Payment Portal - Prepmod (immunization scheduling/tracking portal) – OpenGov – VRIS (state voter registration system) – VIP (state registry of vital records)

EDUCATION

B.A., *University of Massachusetts, Amherst, MA*

1994

EXPERIENCE

City of Medford, Election Commission

Election Manager

09/2022 - 01/2024

- Managed full-time office staff as well as 80+ part-time election workers.
- Managed equipment purchasing to ensure adequate equipment at polling locations.
- Updated all training presentations warden/clerk and inspector manuals to better educate election workers.
- Attended monthly commission meetings, created agendas, minutes, and posted accordingly.
- Assessed mailing, receiving, and processing of ballots to ensure compliance with MGLs and efficiency of processes.
- Partnered with vendors to ensure accurate and timely delivery of needed products.
- Updated ballot security with secure drop boxes, storage of used and unused ballots for current and past elections.

Notable Accomplishments

- Oversaw clean-up of records pursuant to the MGL records retentions law.
- Oversaw a successful election recount.

Town of Andover, Town Clerk's Office

Town/Acting Town Clerk/Election Manager

09/2021 – 09/2022

Assistant Town Clerk

06/2021 – 09/2021

- Managed a staff of 4 as well as 75+ Election Workers.
- Oversaw and implementation of the Annual Town Election – 11 precincts, three polling locations.
- Certified and coordinated all aspects of a Special Town Meeting.
- Responded to multitude of public records requests.
- Updated License renewal process to capture data, remove errors and prepare for future licensing.
- Managed yearly licensing including, but not limited to, Liquor, Class I/II Motor, Common Vict, Entertainment.
- Cross-trained staff, to ensure no gaps in services to customers.
- Collaborated with other departments to accomplish town-wide initiatives.
- Review customer service practices and office procedures to ensure the best quality and efficiency.

Notable Accomplishments

- Appointed Acting Town Clerk after 2 months as the Assistant Town Clerk.
- Appointed Town Clerk 6 months after starting as the Assistant Town Clerk.

- Seamlessly re-districted/re-precincted 2022 Federal census – including resident notifications.

City of Melrose Clerk's Office

Assistant City Clerk

02/2018 – 04/2021

- Provided quality, prompt, and confidential customer service, including triaging requests and calls.
- Built relationships with businesses including funeral homes, restaurants, and other licensees.
- Supervised, trained, and mentored Senior Clerk, interns, and tax volunteer participants.
- Created draft of department budget for City Clerk's review.
- Processed accounts payable warrants, payroll, accruals, incentive payouts.
- Provided yearly revenue, customer service orders and productivity for annual report statistics.
- Executed yearly Licensing.
- Overhauled Business Certificate database clean-up, for accuracy and outreach purposes.
- Reconfigured records management process to ensure proper filing and ease of access.
- Processed vital record amendments ensuring accurate records.
- Participated in Elections Office operations.

Notable Accomplishments

- Modernized ordering of vital records, dog licensing, business certificates and special licensing.
- Analyzed overtime, professional service hours, elections expenses and Cares Act money.
- Refined City Boards and Commissions database.

Senior Clerk

04/2017 - 02/2018

- Provided quality, prompt customer service (in-person, on-line or via mail).
- Registered Births and Deaths with the State of MA.
- Accepted Board of Appeals applications.
- Managed Marriage License processing from creating to presenting to the state for recording.
- Processed insurance claims submitted to the City.
- Prepared daily and weekly deposits to the Treasurer's Office.
- Managed/trained interns and tax volunteer participants.
- Tracked yearly Conflict of Interest acknowledgements.

Notable Accomplishments

- Promoted to Assistant City Clerk after 9 months.
- Migrated dog license database to a new provider and expanded allowable forms of payment.

City of Melrose, Health Department

Administrative Assistant

08/2010 - 04/2017

- Managed Virtual Gateway Activities – Burial Permits, BSAS budget draw-down/amendments, MIIS.
- Processed payroll, bill roles and monthly Munis budget cross references, and weekly cash deposits
- Managed permit processing for required licensing.
- Triaged incoming calls and in-person requests for assistance.
- Facilitated relationships with area businesses and other departments.
- Partnered with Public Health Nurse on large-scale vaccine clinics (volunteers, advertising, billing).

Notable Accomplishments

- Responsible for eight grant budgets, including revenue/expenses and any quarterly reporting.
- Increased vaccine revenue for the city, but invoicing funding sources.

OTHER EXPERIENCE

City of Somerville, Water Department Contract Training Design Coordinator	<i>05/2021 - 06/2021</i>
Melrose/Wakefield Health Departments Pandemic Response Assistance – Trainer	<i>03/2020 - 04/2021</i>
Group Exercise Fitness Instructor	<i>09/2003 - 01/2014</i>
Dialog – Intelligence Data, Boston, MA	<i>04/2002 - 07/2003</i>
Art Technology Group , Cambridge, MA	<i>07/2000 - 11/2001</i>
Bain & Company, Inc. , Boston, MA	<i>04/1996 - 07/2000</i>

VOLUNTEER ACTIVITIES

- Kids Face Fears Clinical Trial -Co-Investor *2019-2023*
- Melrose Chamber of Commerce Volunteer *2016, 2017, 2018, 2019, 2021*
- The Bridge – School/Community Partnership – Board member/President *2002-2018*
- Hoover Elementary School Site Council Member *2003, 2004, 2005, 2013, 2014*
- The N. Suburban Family Network Coalition -Co-Chair, TLC Chair, Fundraising Chair *2007-2009*