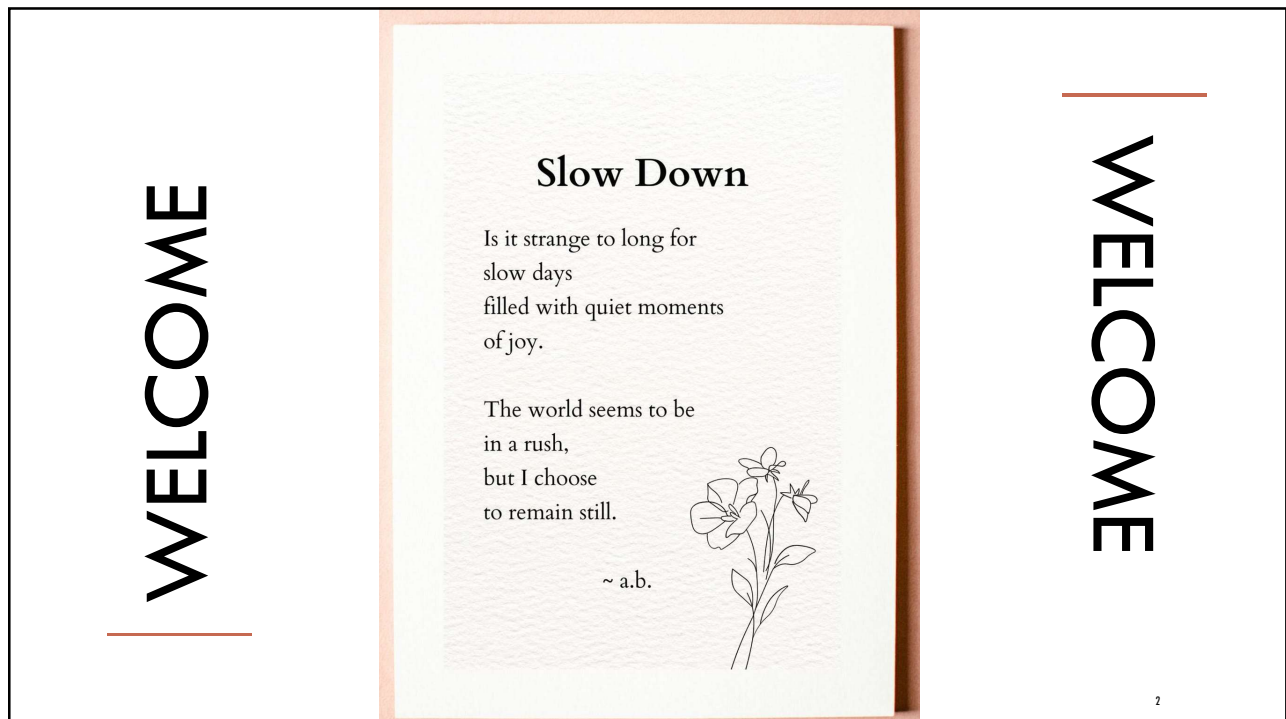
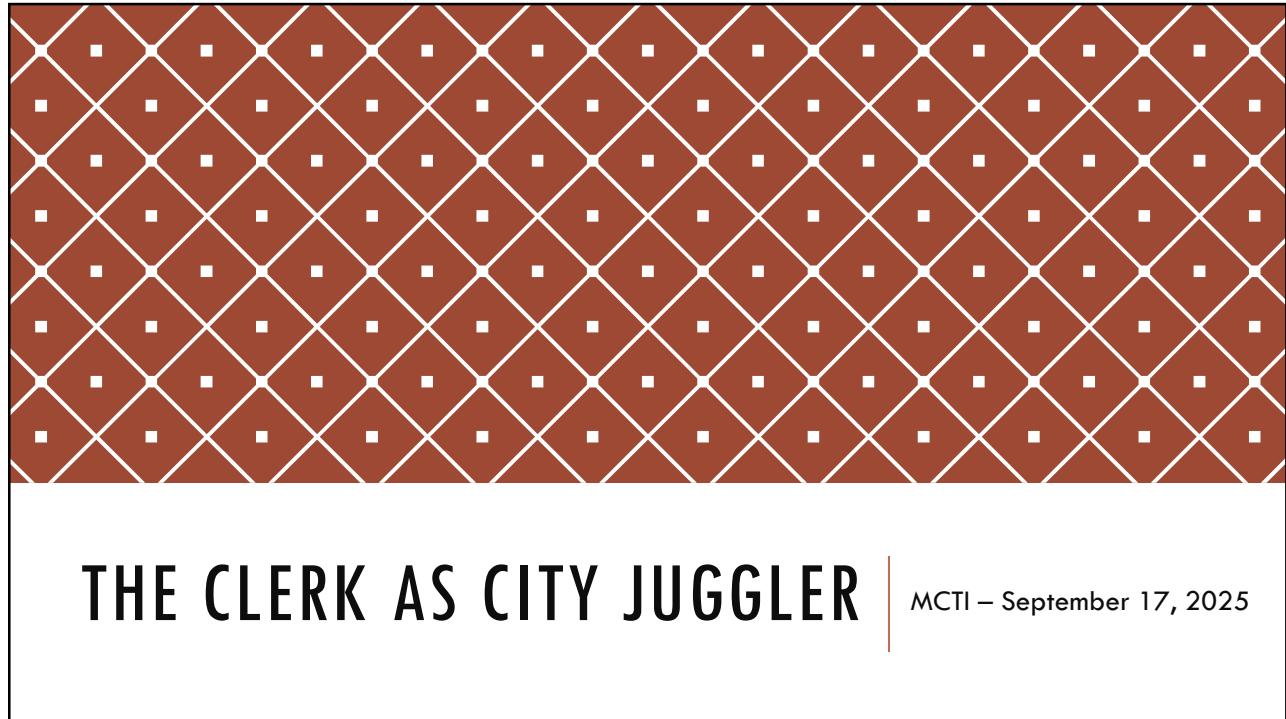


The information provided here is for informational and educational purposes and current as of the date of publication. The information is not a substitute for legal advice and does not necessarily reflect the opinion or policy position of the Municipal Association of South Carolina.
Consult your attorney for advice concerning specific situations.



OBJECTIVE



To explore and enhance the art of “municipal juggling” by sharing practical tips for balancing key responsibilities without dropping what matters most.

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AGENDA

- **INTRODUCTIONS**
- **ROLE OF THE MUNICIPAL CLERK**
- **THE ART OF JUGGLING**
- **GROUP DISCUSSION**
- **FINAL TAKEAWAYS**

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EXPECTATIONS



Give and Receive Welcome

We learn best in hospitable settings.

Be Present as Fully as Possible

Bring it all with you...into your listening and your speaking.

Participation is by Invitation

This is not a do or die session.



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WHAT IS A CLERK?

State law mandates that all cities and towns have a municipal clerk, making the job the only staff position required of every municipality in South Carolina. The responsibilities of the job are generally administrative and sometimes financial in nature: providing public notice for all council meetings, taking and distributing minutes, treasury duties, as well as other tasks deemed necessary.

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WHAT IS A JUGGLER?

One skilled in keeping several objects in motion in the air at the same time by alternately tossing and catching them.

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A GREAT JUGGLER...



A great juggler possesses strong physical and mental skills, including precision throws, a deep understanding of balance and body mechanics, intense focus, and consistent, deliberate practice. Beyond technical mastery, a great juggler also demonstrates creativity in choreography, a genuine love for the craft, and the ability to engage an audience.

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CAN YOU DO THIS?



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THE CLERK AS CITY JUGGLER

- Administrative
- Legal
- Customer Service
- Information Technology
- Human Resources
- Financial

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THE CLERK AS CITY JUGGLER

**BEING THE _____ IS LIKE
_____ BECAUSE YOU**

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WHAT ARE YOU JUGGLING?

- Roles
- Relationships
- Resources
- Routine
- Rhythm

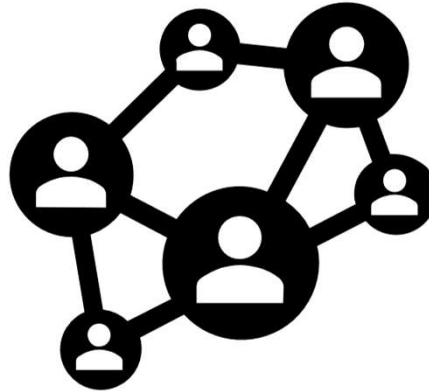


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ROLES



- Scheduler
- Organizer
- Facilitator
- Transcriber



- Archivist
- Parliamentarian
- Treasurer
- Counselor

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JUGGLING THE ROLES

1. Keep Your Eyes on the Pattern (Not Just the Pieces)

Focus on the flow of your responsibilities rather than getting stuck on one task. Like a juggler watches the arc, not each item, clerks should maintain awareness of how tasks connect and influence each other.

2. Know When to Pass or Catch

You don't have to juggle everything alone. Delegate when appropriate, collaborate with departments, and use tools or workflows to "catch" tasks before they fall through the cracks.

3. Practice the Transitions

The hardest part of juggling is switching between items smoothly. Build routines and systems that help you shift between roles like preparing agendas, managing records, or responding to public requests.

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JUGGLE RESPONSIBLY

Stop seeking perfection.

- **Start forgiving yourself.**

Stop asking for permission.

- **Start taking the initiative.**

Stop apologizing.

- **Identify the problem and fix it.**



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RELATIONSHIPS



- **Constituents**
- **Elected Officials**
- **Administration**
- **Colleagues**
- **Intergovernmental Partners**
- **Vendors/Contractors**

**Relationship Status:
It's Complicated**

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JUGGLING RELATIONSHIPS

1. Balance Different Audiences Like Different Props

Just as jugglers handle different objects, you juggle relationships with elected officials, staff, and the public. Each group has unique needs and expectations. Adjust your tone, timing, and approach accordingly.

2. Stay Centered to Keep the Pattern Smooth

In juggling, your stance matters. In relationships, your emotional balance is key. Stay calm, professional, and neutral, especially when tensions rise. Your steadiness helps maintain trust and credibility. **Tip: Strengthen your core.**

3. Don't Be Afraid to Reset

Even expert jugglers drop things. If a relationship gets strained, acknowledge it, reset expectations, and rebuild. A sincere follow-up or clarification can go a long way in restoring rapport in that relationship.

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RESOURCES



- | | |
|----------------------------|-----------------------------------|
| ➤ Work Environment | ➤ Organizational Values |
| ➤ Technology | ➤ Personal Values |
| ➤ MASC / IIMC / APT | ➤ Code of Laws |
| ➤ Information | ➤ Professional Development |
| ✓ News | ➤ Experience |
| ✓ Social Media | ➤ Institutional Knowledge |
| ✓ Grapevine | |

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JUGGLING RESOURCES

1. Know What You're Juggling

Just like a juggler needs to know how many objects are in the air, clerks need a clear inventory of their resources. Regularly assess what's available and what's being stretched too thin.

2. Use the Right Tool for the Right Throw

A juggler doesn't toss a bowling pin like a tennis ball. Likewise, match the right resource to the right task. Use digital tools for automation, delegate routine tasks, and reserve your time for high-impact responsibilities.

3. Adjust the Rhythm, Not Just the Props

When resources shift, adjust your workflow, not just your expectations. Reprioritize, streamline, and communicate changes clearly to keep the pattern going without burnout.

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ROUTINE PROCESSES



- Scheduling Meetings
- Drafting & Publishing Agendas
- Drafting & Publishing Minutes
- Freedom of Information Act Requests
- Appointments to Boards

1. Monitor productivity
2. Set priorities
3. Evaluate process effectiveness

Lead people.
Manage processes.

- Elections
- Redistricting
- Onboarding
- Orientation
- Annual Budgets

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JUGGLING ROUTINE PROCESSES

1. Keep the Rhythm Steady

Routine processes are like juggling with a steady beat. Create consistent workflows and timelines so tasks stay in motion without surprises.

2. Use Checklists as Your Safety Net

Even expert jugglers drop things. Use checklists, templates, and calendars to catch routine steps before they're missed. This will help you maintain quality results and reduce mental load.

3. Review and Refine the Routine

Juggling the same way forever can lead to fatigue or inefficiency. Periodically review your processes to determine what can be automated, delegated, or simplified? Small tweaks can make a big difference in flow.

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Dropping balls is a part of juggling – Enjoy the journey of being a clerk.



AGENDAS
MINUTES
ORDINANCES
RESOLUTIONS
NOTICES
MEETINGS
PROCLAMATIONS
RECORDS
SCHEDULES
COMMUNICATIONS
ELECTIONS
BUDGETS
PERFORMANCE
ACCEPTANCE OF SERVICE
FOIA REQUESTS
EMAILS
PRINTING
COPYING
GROWING AS YOU GO

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JUGGLING RHYTHM (TIME)

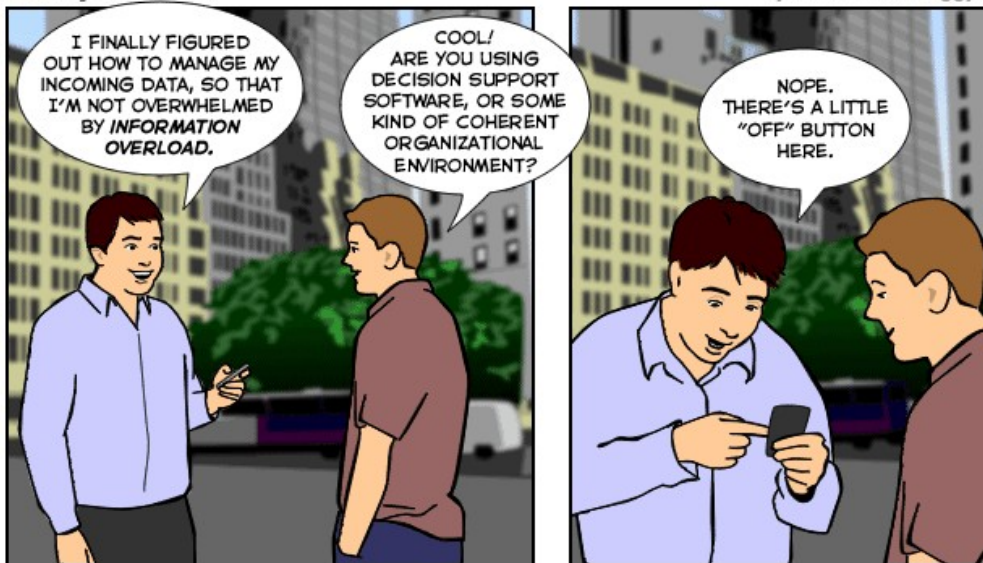


- **Time is precious.**
- **Time determines your present and your future.**
- **Time is also the most wasted commodity.**

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The Joy of Tech™

by Nitrozac & Snaggy



joyoftech.com

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HOW DO YOU SPEND YOUR TIME?

1. **Matters that are Important and Urgent.**
2. **Matters that are Important but Not Urgent.**
3. **Matters that are Not Important but Urgent.**
4. **Matters that are Not Important and Not Urgent.**



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JUGGLE RIGOROUSLY

- **Focus on the rhythm.** Prioritize tasks and set a steady workflow.
- **Keep your eyes on the whole pattern.** – Stay aware of how responsibilities connect.
- **Make the best use of your time.** When working on Q2 matters, limit the amount of time you spend on Q4 matters.
- **Give yourself a break.** Taking small breaks clears your head and improves your ability to deal with stress. A change of scenery helps, too.
- **Ask for help.** Recruiting help from others can save time and effort and provide much-needed emotional support. It also leans into a team effort.
- **Nurture yourself.** Self-care is essential to your heart, mind, body and soul.

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JUGGLE RIGHTLY

- **Identify the most commonly dropped ball(s).**
- **Consider why you dropped the ball(s).**
- **What must you start doing to improve?**
- **What must you stop doing to improve?**

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REFLECTION



To help you master the art of “municipal juggling” by sharing practical tips for balancing key responsibilities without dropping what matters most?

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KEY TAKEAWAYS



BE MORE CHOOSEY WITH YOUR CHOOSING

When faced with a decision, choose the path that feeds your soul. ~ Author unverified

ASK FOR WHAT YOU NEED

You get in life what you have the courage to ask for. ~ Oprah Winfrey

FLOURISH WHERE YOU ARE

Your ability to flourish will leave a lasting impact on your community.

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WELCOME

The Work Ahead

We gathered not just to listen,
 But to rise, to speak, to see
 To juggle roles with purpose,
 And lead with clarity.
 Let voices not fall silent,
 Let balance not give in,
 For change begins in motion
 Where courage dares begin.
 So toss each task with meaning,
 Let justice be your guide
 The future waits for jugglers
 Who serve with truth and pride.

WELCOME

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THANK YOU! |