

## Employee Spotlight

### Nancy Casale

#### Town Clerk Office Administrative Assistant

Each month, Town Administrator Patrice Garvin highlights a single employee whose hard work and dedication exemplifies what it means to be an employee for the Town of Belmont. In the Employee Spotlight series, we are able to shine a light on incredible employee achievements and provide an opportunity to introduce and recognize Belmont Town employees throughout the Belmont community.

In this month's Bulletin, Town Administrator Garvin would like to recognize Belmont Town Clerk Office Administrative Assistant, Nancy Casale who has worked for Belmont since 2006 and is now in her 17th year. Nancy describes her job as "very busy with a constant array of tasks and responsibilities" that help keep the Town Clerk's Office running.

Belmont is tightly integrated into Nancy's story. Nancy grew up in Belmont and graduated from Belmont High School. Nancy is a proud 3rd generation Belmont resident, and has chosen a career serving her community, building on the legacy of her mother who worked as a secretary for the Belmont Public Schools at the High School and the old Cheney Middle School. Inspired by appreciation for her hometown and her mother as role model, Nancy applied for a job in the Town Clerk's office and has been a presence that is both professional and welcoming.

Nancy finds herself working with the Town Clerk team to fulfill vital records requests, organizing Town Meeting and a variety of other responsibilities such as pet licensing, business licensing, census info and residency verification. Nancy also manages Belmont's team of election workers, which includes approximately 100 Belmont residents who help make local, state and national elections possible.

The importance of organizing and maintaining the infrastructure and integrity of the election system cannot be overstated and having someone like Nancy with the knowledge and poise that comes with 17 years of experience plays a large part. During her tenure, Nancy has been involved with more than 50 elections in Town!

How has Nancy done it? Nancy says, "It is easy to stay motivated because I work with such a great team! We work really well together and support each other. It is a pleasure and I am fortunate to work with Ellen O'Brien Cushman, Meg Piccione and Dan Cane."



Nancy describes the Clerk's Office as a collaborative environment, where everyone pitches in to work together to meet deadlines and get things done.

Coming into work each day, Nancy looks forward to the challenge of balancing her daily tasks with the curveballs from on-the-spot inquiries that keep her on her toes. Despite this, Nancy finds the greatest fulfillment in responding to inquiries from some of the 8,000 customers who visit the Clerk's Office each year looking for more information on vital records, voting, or other topics. "Our customers are the best!"

During her time in Belmont, Nancy is most proud of her ability to maintain a chameleon-like adaptability to new technologies. Over the years, Nancy has demonstrated a willingness to learn how to incorporate new tools and methods to add to her efficiency and effectiveness.

She shares, "I am most proud of learning new technologies. For example, vital records (birth, marriage, death) used to be completely paper-based. Now most are originated, corrected, recorded and generated electronically. I must be proficient in systems to be able to solve our customers' problems efficiently and patiently. All Town Clerk office staff have collaborated and strived to modernize our office operations so that we can accomplish more."

Outside of work Nancy enjoys sewing (both clothing and home décor), gardening, baking, listening to music and spending time with her family. Nancy enjoys taking walks around Belmont and visiting State Parks. Nancy and her husband, Michael, recently celebrated their 39th wedding anniversary and are proud parents of their adult son and daughter.