The Municipal Professional's To-Don't List

Don't forget to breathe.

Seriously. Under pressure, people literally hold their breath. Stopping for a few slow, deliberate breaths costs nothing and takes thirty seconds.

Don't forget to take breaks.

Step away from the screen. You are entitled to that time. Take it.

Don't confuse fast with efficient.

Pressure accelerates errors. Errors create more work. Slow down where it counts.

Don't absorb more than you can document.

If you take it on silently, no one can help you manage it.

Don't say yes to everything that isn't yours to carry.

Some asks are discretionary. It is appropriate to say so.

Don't assume everyone else is okay.

The people least likely to say something are often the ones who need it most.

Don't refuse help when it's offered.

The clerk profession runs on collegial support. Use it.

Don't defer the documentation.

In a high-volume period, catching up later rarely happens. It compounds.

Don't keep critical processes only in your head.

If you're the only one who knows how something works, that's a risk — for you and for the office.

Don't wait until you're in crisis to reach out to your peers.

The clerk community is a genuine support system. Use it before you need it badly.