

**OFFICE SUPERVISOR
OFFICE OF THE SELECTMEN/TOWN MANAGER**

The Town of Sudbury seeks qualified and self-motivated applicants for the position of Office Supervisor (40 hours/week) of the Selectmen/Town Manager's Office. This highly responsible and confidential position works under the general supervision of the Senior Administrative Assistant to the Town Manager and requires superior office management, organizational and secretarial skills; database management; Microsoft Office proficiency; excellent customer service; and effective written and verbal communication skills.

Candidates should possess a working knowledge of Town government operations, computer proficiency, and ability to effectively multitask and be proficient/extremely accurate in record keeping.

Minimum qualifications: Associate's degree in business related field (Bachelor's degree preferred!) and five years of supervisory and office experience or any equivalent combination of education, training and experience. Previous municipal experience highly desired!

See <http://sudbury.ma.us/departments/HR> for full qualifications and job description.

Starting salary range: \$52,074 to \$56,229; excellent benefits. Send letter of interest and resume to HR Director, 278 Old Sudbury Road, Sudbury, MA 01776 or by e-mail to bilodeaum@sudbury.ma.us. Resumes accepted until June 21, 2013. AA/EOE

SELECTMEN'S OFFICE SUPERVISOR

Position Purpose:

The purpose of this position is to supervise and coordinate the functions of the Selectmen's office. Works as a liaison between Sudbury's community, boards, committees, and Town officials. Creates Town documents. Performs and supervises a wide variety of complex administrative and clerical duties under broad supervision of the Senior Administrative Assistant to the Town Manager. Work requires initiative and independent judgment in the application of prescribed policies and procedures, and the initiation and implementation of new ones to increase efficiency and production. Performs all other related work as required.

Supervision:

Scope and Judgment: Performs varied and responsible functions requiring a general knowledge of all Town departments and exercise judgment and initiative to interpret and work within set policies, procedures and practices.

Supervision Received: Works under broad supervision, following department rules, regulations, policies, and bylaws requiring the ability to plan and perform operations, and to complete assigned tasks according to a prescribed time schedule and laws. Functions independently in processing and overseeing clerical and administrative aspects of the office, referring to the Senior Administrative Assistant to the Town Manager on proposed revisions or exceptions to policies.

Supervision Given: Provides senior-level functional guidance to other office staff within department. Supervises the equivalent of not more than five full-time employees. Assigns tasks and monitors progress as necessary.

Work Environment:

Work is performed in a typical municipal office environment. Majority of work is performed in a moderately noisy work environment, with frequent interruptions.

Operates all department computers and technologies, calculator, telephones, copier/scanner, and all other standard office equipment.

Makes frequent contact with Town department staff, public officials, general public, vendors, and outside agencies and organizations. Contacts require a high degree of tact, diplomacy, and confidentiality.

Access to confidential information may include matters related to collective bargaining, criminal investigations, employee personnel records, and litigation.

Errors could result in delay or loss of service and possible legal ramifications. Errors could result in serious town-wide repercussions.

Essential Functions:

(The essential functions or duties listed below and on attachments are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Under the general direction of the Senior Administrative Assistant to the Town Manager, participates in and coordinates the clerical and administrative functions of the Selectmen's office. Supervises work of staff; assigns and coordinates work assignments; trains and provides assistance as required; manages overall office operations; develops work procedures and advises supervisor of problem situations.

Serves as the lead staff person in processing (receiving, evaluating and preparing all required documentation) of applications for the issuance and annual renewal of permits, licenses, certificates and other documents pertinent to the department's function, such as Alcoholic Beverage, Common Victualler, Taxi, etc. Collects fees and bills users of services, if applicable, and maintains associated records. Errors in interpreting and applying statutes, regulations, and bylaws could have a major impact of a serious nature.

Receives and screens incoming mail, phone calls, and emails from other Town departments and the public and responds in an appropriate and timely manner.

Provides customer service by answering questions and provides information either in person, phone, or electronically; interprets and provides information relative to Town policies, procedures, services, resources, and bylaws; refers individuals to appropriate source as required. Handles the more difficult or complex administrative issues that may initially be received by other office staff, referring issues to the Town Manager or to the Senior Administrative Assistant to the Town Manager when appropriate. Responds tactfully and in a timely manner to citizens' requests, complaints or concerns.

Serves as the lead staff member of the Selectmen's office in preparing or overseeing the preparation of budgetary, financial, and/or monthly departmental reports. Errors in interpreting and applying statutes, regulations, and bylaws could have a major impact of a serious nature.

Prepares and accurately processes the Selectmen's office business functions including, but not limited to: vouchers (MUNIS), receiving invoices, budget transfers, supporting documentation, etc. Maintains accounting records.

Performs or delegates all general clerical duties including, but not limited to, Microsoft Office, copying, filing, data entry, answering phones, opening, date-stamping, and delivering mail, etc. Maintains records and files. Drafts correspondence. Assists with special projects as requested by the Town Manager or the Senior Administrative Assistant.

Prepares reports, correspondence, and other material for Town departments and committees and State agencies as required; compiles data for the annual departmental budget.

Develops and implements changes in office procedures. Maintains hardcopy and electronic departmental files; maintains confidentiality of information, etc. within guidelines of public disclosure laws.

Provides senior-level functional guidance to other office staff within the Selectmen's office and other departments, including responding to questions on more complex issues of work.

Schedules appointments, meetings, conference rooms, attends meetings as requested, takes minutes if called upon, prepares agenda and supportive materials for Selectmen's meetings as required; implements and follows-up on decisions made at meetings. Contacts those who will attend meetings and confirms attendance with them.

Lead coordinator for special events planned by the Town Manager's office, including receptions hosted by the Town Manager and/or Board of Selectmen.

Trains staff in new/current computer software programs; train employees in data entry; troubleshoots computer problems.

Purchases offices supplies; maintains inventories, office equipment warranties and service contracts necessary for the function of the offices of the Town Manager, the Board of Selectmen and other Town departments as necessary.

Acts as liaison between department, boards, committees, and citizens.

Maintains the database for the Town boards and committees and prepares reports. Maintains web pages on Town website for the Town Manager and the Board of Selectmen and assists other department with web page maintenance as necessary.

Coordinates the Town Report and oversees production of the report, including but not limited to, soliciting and proofreading reports from all departments, coordinating and proofreading final copy. Prints and makes available 75 reports and posts availability on the Town website at least 10 days before Annual Town Meeting, as outlined in the Town Bylaw, Article 3, Section 1.

Prepares for and attends Annual and Special Town Meetings including coordination and compilation of material, printing, posting and delivery of the Town Warrant in compliance with the Town Bylaws. Participates in the scheduling and set-up of the physical facilities for Town Meeting.

Assists in the preparation of the biweekly Selectmen's meetings including soliciting and gathering of reports and documents and materials pertinent to agent items.

Recommended Minimum Qualifications:

Education, Training and Experience:

Associates Degree in business, and five years of supervisory and office experience or any equivalent combination of education, training, and experience. Municipal experience highly desired. Driver's license required.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of office protocol and departmental operations. Thorough understanding of municipal operations. Familiarity with accounting principles, procedures, and Microsoft Office. Knowledge of Town By-laws, State and Federal laws and regulations as needed.

Ability: Ability to communicate effectively and tactfully with staff, Town departments, officials, and the public. Ability to supervise work of subordinates effectively. Ability to compose correspondence. Ability to recognize and resolve problems with minimal administrative intervention. Ability to prioritize and complete multiple tasks at one time with frequent interruptions. Ability to maintain and manage Town Boards and Committees database. Must be able to operate a personal computer and display intermediate to advanced skill when using software programs as required by the position. Coordinate office services such as purchasing, payroll, accounts payable, recordkeeping, and department budgets.

Skill: Excellent customer service and interpersonal skills; ability to diffuse difficult situations and conflicts. Excellent written and oral communication skills. Strong organizational skills. Skill in identification and utilization of new information resources. Sound judgment, decision making and analytical skills. Skill with numbers and budgets.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5 – 10 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Operates a keyboard and calculator at an efficient speed. Regularly required to operate office objects, tools, or controls, and move paper, files, and other common office objects. Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Essential functions require close vision for regularly working with details and numbers. Tasks require the ability to communicate orally.

(This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.)