

ADMINISTRATIVE ASSISTANT - COA

Position Purpose:

The purpose of this position is to perform senior-level secretarial and broad administrative functions of the department. This is achieved through the performance of complex office tasks requiring composing and typing correspondence, reports, and minutes; computer data entry work; record keeping; filing; and, working directly with Senior Center participants and other municipal personnel, as well as oversight of Front Desk reception. Serves as primary secretary; performs all other related work as required. An Administrative Assistant is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Supervision:

Supervision Scope: Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

Supervision Received: Works under the general supervision of the department head/department professional or department board/commission and in accordance with applicable state and local laws and regulations. Refers all questionable cases to supervisor.

Supervision Given: Incumbent may supervise other clerical employees on a day-to-day basis. Responsible for overseeing the administrative operations of the office in the absence of the department head/professional or department board/commission; however, is not responsible for hiring, firing and performance reviews.

Job Environment:

Work is performed in an office environment. Majority of work is performed in a moderately noisy work environment, with constant interruptions. May be required to attend evening meetings.

Operates a computer, printer, video display terminal, calculator, telephone, copier, facsimile machine, projection system, and all other standard office equipment.

Makes frequent contact with the general public and other town departments. May have contact with: town counsel, municipal, local, state and federal officials, developers, engineers, licensed business owners, contractors/consultants, medical personnel, attorneys, courts, real estate brokers, business owners and vendors. Contacts are primarily in person, by telephone and in writing, and involves discussing semi-complex and complex information; contacts with the public require considerable patience and courtesy.

Has access to department-level confidential information that requires the application of appropriate judgment, discretion and professional office protocols.

Errors could expose the Town to potential legal liabilities and/or could result in considerable confusion, delay and adverse public relations; errors with bookkeeping or department procedures could result in financial loss.

Essential Functions:

(The essential functions or duties listed below 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.)

Serves as primary staff assistant or provides significant secretarial/administrative services to the assigned department head.

Responds to questions from the public. Assists department staff, public and other departments in the furnishing of information and resolution of problems. Researches questions; handles unusual or difficult situations. Answers telephone and in-person inquiries, service requests and complaints from external and internal customers in a helpful, courteous and efficient manner. Ascertains the nature of the inquiry, service request or complaint. Those customers requiring assistance beyond the individual's knowledge or experience are referred to the appropriate person or department.

Exercises responsibility for the maintenance, either manually or by computer, of important departmental records requiring the careful recording, classification and compilation of information; posts and records information; updates data; checks, sorts, records and files various materials; maintains personnel files.

May calculate and prepare payroll for the department; may maintain personnel records relating to sick leave, overtime, retirement, holiday leave, vacations, etc.

Assists with special projects and numerous administrative tasks. Composes and/or types from copy a variety of correspondence, memorandums, meetings and legal notices, orders, warrants, vouchers, purchase orders, permits, reports, newsletters and agendas. Schedules appointments and meetings.

Opens and processes mail; distributes reports, memos, and necessary information to appropriate persons. Makes appointments and maintains calendar for department head or division head.

Maintains records related to the department's budget. Updates and compiles budget details, accounts and summaries; monitors expenditures and balances within accounts; assists department head with preparation of annual budget; prepares monthly, annual and quarterly reports. Orders department office supplies.

Establishes and maintains departmental files; maintains confidentiality of information, departmental plans, personnel files, etc. within guidelines for public disclosure.

Communicates official plans, policies and procedures to staff and other town officials.

May prepare or type agendas or minutes for assigned committees or boards, and perform other related duties as assigned.

May issue permits and applications and collect fees; maintains records of fees and permits issued.

May serve as a lead staff member of the department in preparing or overseeing the preparation of payroll, budgetary, financial, assessment or records and reports, or in interpreting and applying statutes, regulations and by-laws.

Develops recommendations for changes in office procedures; reviews with department management; and oversees implementation.

Provides senior-level functional guidance to other office staff within the department, including responding to questions on more complex issues of work.

Provides assistance and back up to other clerical positions as needed.

Performs similar or related work as required, directed, or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

High School graduation plus additional education or training in secretarial science or business administration preferred; and four years of experience in secretarial and administrative work; or any equivalent combination of education, training and experience.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of office procedures, practices and terminology. Complete knowledge of the use of office and data processing equipment, business arithmetic, business English and spelling. Familiarity with rules, laws, procedures, regulations, etc. pertinent to the operations of the department helpful. Basic knowledge of bookkeeping techniques. General knowledge of local government and its operations helpful. Thorough knowledge of pertinent state and local laws relating to departmental operations preferred.

Ability: Ability to organize time, work independently and accomplish tasks despite frequent interruptions. Ability to maintain detailed statistics, records, and clerical records. Ability to deal effectively and tactfully with the public. Ability to maintain confidential information. Ability to compose correspondence and to prepare, type, and proofread reports as to form and logic flow. Ability to communicate effectively with the public, co-workers, other employees, departments, officials, and other agencies. Ability to instruct and supervise. Ability to solve problems with diplomacy and tact. Ability to work with basic math computations.

Skill: Superior secretarial and administrative skills. Expertise and skill in utilizing personal computers, popular word processing, database, and spreadsheet applications. Excellent customer service skills. Planning and organizational skills. Skill in all of the above listed tools and equipment.

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, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 30 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Vision

and hearing at, or correctable to, normal ranges is necessary. Must be able to communicate verbally. Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

(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.)