

Town of Scituate, Massachusetts
Position Description

Position Title: Administrative Assistant – Selectmen/Town Administrator’s Office

Statement of Duties

This class of Senior Clerk is common to several town departments where the duties are of similar complexity and responsibility, but where the actual work tasks are apt to be somewhat different. Performs a wide variety of complex secretarial assignments including initiating and typing correspondence and reports, maintaining an office filing system, ordering supplies, handling accounts payable, reservations agent/function coordinator in several Town owned buildings, licensing support, servicing the public and preparing forms and other documents. Duties are descriptive but not restrictive, and not all of the duties listed are necessarily performed by all members of the class nor is the listing meant to be exhaustive of all typical duties and functions performed but along the same lines pertinent to that specific department. All related duties as required or warranted.

Supervision

This position is appointed by the Town Administrator. Incumbent works under the general direction of the Assistant to the Town Administrator and Executive Assistant to the Board of Selectmen. In most instances, incumbent plans and carries out fairly complex work in accordance with standard procedures and previous training but also must be innovative in solving unusual problems or situations. This is a confidential position requiring the utmost professionalism, courtesy and tact. Technical and policy matters are discussed with supervisor(s). Day-to-day work is performed with a high degree of independence. Must observe office procedures, state and local laws rules and regulations.

Job Environment

Work at this level involves both standard and non-standard practices and procedures that require the incumbent to analyze and evaluate facts and circumstances. Incumbent is expected to process and handle a number of details with accuracy and completeness. In most instances, standard practices and general work applications govern the work activity of the incumbent, but are not always clearly applicable. The incumbent is expected to use judgment in selecting the appropriate course of action, and normally the choice is among available alternatives. Incumbent may be required to work beyond normal business hours.

Errors made could result in delay or loss of service, adverse public relations, and legal liability to the town.

The job environment is frequently hectic and at times high pressured. The incumbent has regular contact with the public, business owners, professionals and other town staff through office proceedings and activities, answering of questions and providing information about procedures and departmental review processes. Other contacts are typically with other state and federal agencies, residents, vendors and other town boards and committees. Contacts occur in person, through use of the telephone, email

and correspondence. The incumbent has access to a high level of confidential information pertaining to litigation, bid proposals, financial data, information of applicants for town positions, Personnel matters.

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.

Assists Town Administrator's staff in fulfilling a wide variety of departmental functions. Creates, updates or maintains data bases, filing systems, financial and/or program records. May prepare departmental payroll, accounts payable and receivables and purchasing and requisition functions for department.

Assists with preparation of Selectmen's meeting materials and packets.

Assists in the preparation of annual licenses, coordinates and compiles annual appointments, maintains Selectmen's Minute Books and back up materials, files records.

Helps coordinate employee recognition program.

Establishes, maintains, updates and reviews records in a detailed and accurate manner.

Receives, opens, screens and distributes mail to proper persons; receives telephone calls and furnishes assistance to callers and office visitors.

Handles Special Events applications review process: coordinates departmental reviews, issues invoices, insures insurance coverage is in place.

Answers routine telephone and walk-in inquiries and complaints and routes requests to appropriate staff; explains procedures and/or policies based on knowledge of department and town services to residents.

Perform professional services as reservations agent/function coordinator at the Scituate Maritime Center, WPA Building and the Scituate Harbor Community Building. Schedules and confirms events, conducts site visits with potential renters, works with other departments on building need and cleanliness, collects and processes all fee and insurances.

Serves as temporary "floater" on an as needed basis for offices with temporary shortage of support staff. Answers telephone, assists public.

Works on special projects assigned by Town Administrator as necessary or warranted. Researches information on various topics and provides results to Town Administrator.

Minimum Required Qualifications

Education and Experience

A candidate for this position shall have a High School Degree or equivalent. Associates or Bachelors degree desirable. Training or experience in a municipal setting preferred with minimum of three to five years office management or support staff experience; or an equivalent combination of education and experience.

General Knowledge, Skills and Abilities

A candidate for this position must demonstrate a high level of proficiency in current computer hardware and software applications specifically in Microsoft word, Excel, Accounts Payable, payroll, graphs, and tables, Access and/or other databases practices and procedures. Social media skills such as website maintenance, facebook, helpful Ability to maintain confidential information, keep complex records and prepare correspondence on routine matters without referral to a supervisor. Ability to establish and maintain effective working relationships with other staff, local officials, citizens, and others while providing the highest degree of customer service to the public and customers. Ability to meet deadlines with frequently overlapping tasks.

Specific Knowledge Skills and Abilities. Excellent customer service and interpersonal skills. Must be self-motivated with excellent organizational skills. Strong accounting, writing and computer skills with demonstrated ability working with Microsoft Word, Excel and Access programs. Ability to work and complete tasks with frequent interruptions.

Physical and Mental Requirements

Work is performed primarily in an office setting. There is minimal risk of personal injury. Physical demands generally involve standing, walking, talking or listening/hearing, stooping, kneeling, up to 2/3 of the time; reaching with hands or arms more than 2/3 of the time; and sitting and using hands more than 2/3 of the time. Seldom is weight lifted or force exerted up to 10 lbs. The position has normal vision requirements. Equipment used includes personal computers, office machines, telephone, facsimile and related office machines.