

## **Department Assistant Job Description** Oct. 2015

### **Definition:**

Responsible for providing administrative, clerical, and record keeping support for the department.

### **Distinguishing Characteristics:**

Works under the administrative direction of a Department Head and/or the Town Administrator within policies of the Board of Selectmen.

Work activities require independent action and judgment as department's supervisor is not always available to address issues. Work activities and decisions are varied in nature and require solving commonly encountered problems as well as unusual problems. Department Assistant should be in regular communication with Department Head and/or appropriate Town Board regarding the resolution of unusual cases or questionable matters.

Errors could cause a moderate delay in operations, and rework that typically involves using the resources of others in the department and possibly other departments to correct.

Contacts are with employees within and outside the Department, as well as with the public and government agencies.

Requires working cooperatively with others and answering the public's questions with courtesy and tact. Often required to explain Department's procedure and services and gain cooperation of the public.

Negligible physical effort required in performing the duties under typical office conditions. Work is basically office-type but may require non-sedentary duties involving moderate physical efforts.

### **Examples of Work may include the following tasks:**

Screens incoming mail, calls, and visitors and answers questions or directs them to appropriate Department Head(s), staff member, or staff in another department. Takes messages. Addresses matters that do not require personal attention or action of the Department Head. Assembles information for Department Head or staff member in order to be prepared to respond to inquiries.

Maintains appointment schedule of department staff, as requested. Coordinates travel and hotel arrangements for department staff.

Prepares correspondence, memoranda, forms, reports, agendas, minutes, bid specifications, hearing notices, permits, abatements, lists, bylaws, etc. using wordprocessing, spreadsheets, and presentation software. Proof reads material before finalizing. Copies, scans, faxes, and sends materials.

Sets-up, maintains and manages filing system. Maintains department's confidential records.

Tracks budgets and monitors expenditures against budget and maintains associated records; compiles financial data for the development of the department's operating and capital budgets. Requires the use of spreadsheets and databases.

Collects fees. Prepares documentation for receipts; coordinates receipts and collections with Town departments. Maintains financial reports.

Posts agendas and minutes; schedules appointments; makes meeting arrangements; distributes notices; takes and transcribes minutes; performs follow-up activities after meetings.

Prepares department payroll including tracking time worked, sick leave, vacation leave, and over-time.

Prepares department's accounts receivable, e.g., police detail billing, ambulance billing, etc.

Prepares department's accounts payable for processing.

Assists in the preparation of grants, compiles information and performs research as needed to respond to grant requirements.

Monitors office supplies and coordinates purchasing within approved spending limits. Prepares requisitions for supplies and equipment.

Coordinates the distribution of request-for-proposals or bids for the department, responds to vendor's inquiries according to purchasing law, opens bids and notifies bidders of successful bidder.

Liaises with Town's IT consultant on hardware and software issues, troubleshooting as appropriate.

Updates and maintains department/board web pages.

**Secondary Responsibilities may include the following tasks:**

Coordinates the work of volunteers. Activities include assigning/reviewing work, assisting with orientation for new employees/volunteers, and providing performance feedback on volunteers.

Prepares information and is responsible for the production of the department's submission to the Annual Town Report.

Provides back-up to other department staff.

Performs other position-related duties, as assigned.

## ***QUALIFICATIONS***

### **RECOMMENDED MINIMUM QUALIFICATIONS:**

#### ***I – Education and Experience***

A minimum of three to five years in a responsible clerical position. Completion of a standard high school course with business school training highly desirable. Or, any combination of required knowledge, skills and abilities.

#### ***II – Knowledge, Ability and Skills***

**Knowledge:** Good knowledge of office terminology, procedures and equipment, command of business arithmetic and English. Some knowledge of elementary bookkeeping. Knowledge of document formats.

**Ability:** Ability to wordprocess at an acceptable speed. Ability to establish and maintain effective working relationships with subordinates, town officials, and the general public. Ability to communicate effectively in written and oral form. Ability to manage several projects at one time. Ability to maintain complex records and prepare reports from such sources. Ability to get along well with others. Ability to make decisions in accordance with laws, ordinances, regulations and established policies. Ability to make relatively complex mathematical computations rapidly and accurately.

**Skills:** Proficiency in computer applications, including knowledge of spreadsheets, databases, word processing, Internet research and appropriate software applications. Organizational and office management skills. Requires skill in the use of office equipment including personal computer, copier, calculator, facsimile and adding machine. Must have clerical aptitude, good judgement, tact and courtesy.

#### ***III - Special Requirements***

Ability to become bonded may be required. May be required to pass a CORI (Criminal Offender Record Information) check and/or meet other government requirements.

#### ***IV - Physical Requirements***

The physical demands listed are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job. Work is generally performed under typical office conditions. Position requires the ability to operate a keyboard and standard office equipment at efficient speed. Ability to operate a computer and view screen for extended periods of time. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms. The employee is frequently required to sit, talk and hear. Specific vision requirements include close vision, distance vision, and the ability to adjust focus. Occasionally carries and/or lifts items, weighing no more than 25 pounds. Requires access to other town departments.

*The duties listed above are intended as illustrations of the various types of work that maybe 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. This position description does not constitute an employment agreement between the Town and the employee and is subject to change by the Town as the needs of the Town and requirements of the job change.*

Position description received by: \_\_\_\_\_ Date: \_\_\_\_\_