



# Department Assistant

Town of Boxborough, MA

## Position Purpose

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

## Supervision Scope:

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

## Supervision Received:

Manages own workload. Work activities require independent action and judgement as the department head may not be available to address issues.

## Supervision Given:

Does not supervise others.

## Job Environment

Work is performed under typical office conditions.

## Distinguishing Characteristics

Work activities and decisions are varied in nature and require solving commonly encountered problems as well as unusual problems. Unusual cases or questionable matters are referred to their manager for resolution.

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 the public. 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.

## Examples of Work

Screens incoming mail, calls, and visitors, and directs to appropriate department head, 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. May be responsible for coordinating travel and hotel arrangements for department staff.

Job Title: Department Assistant

FLSA: Non-Exempt

Date voted by the Personnel Board: 10\_07\_2015, revised 10\_20\_20

Page 1 of 3

Prepares correspondence, memoranda, forms, reports, agendas, minutes, bid specifications, hearing notices, permits, abatements, lists, bylaws, etc. using word processing, spreadsheets, and presentation software. Proofreads material before finalizing. Copies, faxes, and mails material.

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

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.

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 overtime. May prepare 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.

May coordinate the distribution of request-for-proposals or bids for the department, respond to vendors' inquiries according to purchasing law, open bids and notify bidders of successful bid.

May coordinate the work of office/clerical employees or volunteers. Leadership activities include assigning/reviewing work, conducting orientation for new employees, providing performance feedback, and recommending hiring decisions.

May prepare information and be responsible for the production of the department's submission to the Annual Town Report.

May require maintenance of software systems.

Provides back-up to other department staff.

Performs other position-related duties as assigned.

## **Recommended Minimum Qualifications**

### **Education, Training, and Experience:**

Job Title: Department Assistant

FLSA: Non-Exempt

Date voted by the Personnel Board: 10\_07\_2015, revised 10\_20\_20

Page **2** of **3**

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.

Knowledge, Ability and Skills:

*Knowledge: (examples)*

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

*Ability: (examples)*

Ability to type 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: (examples)*

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.

Physical Requirements: (examples)

Frequently required to use hands to handle or feel objects, tools, or controls, and reach with hands and arms. Frequently required to sit, talk, and listen. 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 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.*

*The duties listed above 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. 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: \_\_\_\_\_.

Job Title: Department Assistant

FLSA: Non-Exempt

Date voted by the Personnel Board: 10\_07\_2015, revised 10\_20\_20

Page **3** of **3**