



Office of the Town Manager
114. N Raiford Street
Selma, North Carolina 27576
Phone (919) 965-9841
www.selma-nc.com

ADMINISTRATIVE ASSISTANT

General Statement of Duties

Performs intermediate clerical work in a variety of administrative support and office assistance tasks for the Town.

Distinguishing Features of the Class

An employee in this class performs a variety of public contact and administrative support duties that extend from routine to advanced journey level in complexity. Requires the exercise of judgment and independence of action in performing activities such as information processing and referral, and responsibility for a specific office activity of limited scope. Duties include word processing, data entry, filing, serving as receptionist, relaying information, and/or records maintenance work, tact and discretion when encountering sensitive or confidential matters. Work generally requires specific knowledge of the services and functions of the departments assigned since the role may serve as backup, or specialized support employee to senior staff in some program areas. The employee is expected to have a general understanding of Town services to respond to inquiries and perform the daily functions; non-routine questions or situations are referred to others. Specific oral and/or written instructions are available to apply to most work situations. Work requires office technology and public contact skills. Work is performed under regular supervision of the Town's Administration Team and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Duties and Responsibilities

Essential Duties and Tasks:

- Acts as Town Hall receptionist; greets and routes all visitors to Town Hall, answers and routes telephone calls in courteous manner, takes messages forwards calls.
- Responds to requests for information from town employees, customers or the general public, identifies procedures that address needs or refer customer to proper staff member; follows-up with customers or other processes to insure proper disposition.
- Provides administrative support to the Administration Department and others
- Accepts supply requests from all departments; actively searches for best prices; places orders; follows up on orders; processes invoices; maintains supply inventory
- Provides Notary Public services to Town and citizens
- Prepares outgoing mail; sorts incoming mail; takes mail to post office; directs deliveries
- Assists with the set-up of meeting rooms for Council, Boards, Committees and other meetings as required
- Maintains supplies for break room; maintains cleanliness of break room
- Back up for filing Property and Liability Claims
- Serves as back up for Social Media accounts and website
- Back up for Town Newsletter and Quarterly magazine
- Serves as back up to the Town Clerk

Additional Job Duties:

- Performs all related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities:

- Knowledge of office practices and procedures, grammar, and punctuation.
- Knowledge of word processing, database maintenance, spreadsheet data entry, publishing, and other specific information technology applications.
- Working knowledge of Town policies, regulations, and procedures.
- Skill in customer service including problem-solving and conflict resolution.
- Ability to communicate effectively in person and by telephone.
- Ability to gather and provide information and instructions on departmental programs based on inquiries.
- Ability to be tactful and courteous.
- Ability to use judgment in organizing and establishing priorities assigned.
- Ability to follow oral and written instructions and procedures.

Physical Requirements:

- Must be able to physically perform the basic operational functions of standing, walking, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- Must possess the visual acuity to prepare figures and data, operate a computer, proof work, and do extensive reading.

Desirable Education and Experience:

Graduation from high school and administrative support experience involving public contact and document production; office management or related experience; or an equivalent combination of training and experience.

The salary range for this position is \$32,609-\$50,514. The hiring range for this position will be \$32,609-\$36,000. This is a salary grade 9.

The Town of Selma's Application for Employment may be downloaded from the link <https://selma-nc.com/wp-content/uploads/2020/06/employment-application-3-13-2019.pdf>. The selected applicant will be required to complete a background investigation, pass a pre-employment physical and a drug-screening test. Applicants may submit a resume; *however, resumes are not accepted in lieu of a completed employment application*. It is preferred that all completed and signed Employment Applications be submitted via email to lblanton@selma-nc.com. Other acceptable methods of receipt are via hand delivery or U.S. Mail to the attention of Leigh Ann Blanton, HR Director, Town of Selma, 114 N. Raiford St., Selma, NC, 27576. Should you have any questions, please contact Leigh Ann Blanton either by email or phone (919) 965-9841, Ext 1005. The Town of Selma is an EEO/M-F/AA/ADA/Drug-Free Employer.

As required by law, the Town of Selma participates with E-Verify to determine legal employment eligibility status.