

ADMINISTRATIVE ASSISTANT

General Statement of Duties

Performs intermediate clerical work in a variety of administrative support and office assistance tasks for the Town Administrative Team (planning, clerk, community engagement and Town Management Team).

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 Manager and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Duties and Responsibilities

Essential Duties and Tasks:

- Answers and directs calls to the appropriate individual; often handles inquiries independently using available reference materials for the organization; takes messages and assists staff with visitors.
- Answers requests for information from customers or the general public who use the Town's services; identifies procedures that address needs or refer customer to proper staff member; follows-up with customers or other processes to insure proper disposition.
- Inputs information into spreadsheets and databases; reviews and verifies records, reports, or other documents to ensure that information provided is, thorough, accurate, and correct; operates computer system and ensures proper security and back-up of information.
- Makes phone calls to relay or obtain information; sends emails and faxes.
- Interprets a variety of rules, regulations, and information on the program, department's and organization's activities in absence of the Departmental Director.
- Independently drafts and composes routine correspondence and responses and transmits; proofreads materials for typographical, spelling and grammatical errors.
- Creates records by posting general program activity on established forms, files, and other record keeping devices.
- Generates reports from the automated systems used.
- Places materials and records in alphabetical or numerical order for proper filing into the appropriate record keeping system.
- Requests information using standardized or created forms; compiles information requiring the selection of data from well-established sources, from interviewing customers and the public, and from other records, internet or similar sources.

- May provide research support to administrative staff by pulling materials from files.
- Maintains activity records and files; initiates appropriate follow-up or further action based on the status or office activity or predefined schedule.
- Reviews office records and reports and identifies potential inconsistencies; determines cause(s) and resolves with staff.
- Completes duties as assigned by administrative team.
- Maintains Town calendars.

Additional Job Duties:

- Performs 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.
- Ability to arrange and file records, reports and files into proper sequence.
- Ability to learn and apply filing and coding systems and to arrange and place records, reports, and files into a proper sequence.
- Ability to compile information from data processed or records kept.
- Ability to establish and maintain effective working relationships with supervisors, employees and the general public.

Physical Requirements:

- Must be able to physically perform the basic life operational functions of standing, walking, fingering, 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.