

**Town of Brewster, Massachusetts
Job Description**

Position Title:	Administrative Assistant, Selectmen/Town Administrator's Office	Grade Level:	Bylaw Grade II
Department	Town Administrator	Date:	February 2017
Reports to:	Town Administrator	FLSA Status	

Statement of Duties: Employee is responsible for providing a wide range of administrative and clerical support services to the Selectmen/Town Administrator's Office including the coordination and implementation of various projects initiated by the Assistant Town Administrator, Town Administrator and/or Selectmen and coordination with other Town departments. Employee is required to perform all similar or related duties.

Supervision Required: Under the general direction of the Assistant Town Administrator, the employee plans and carries out regular work in accordance with established operating practices and previous training with substantial responsibility for determining the sequence and timing of actions and substantial independence in planning and organizing work activities including determining the work methods.

Supervisory Responsibility: The employee, as a regular part of the job is not required to supervise any full-time Town employees. The employee is required to provide direction and guidance to seasonal part-time employees who are physically separated for a substantial period of time.

Confidentiality: In accordance with the State Public Records law, the employee has regular access to confidential information with Town-wide ramifications including legal documents, collective bargaining negotiations, criminal records/investigations as well as client and department records.

Accountability: Consequences of errors or poor judgment may include missed deadlines, legal repercussions and adverse public relations. Employee is responsible for handling cash and making deposits.

Judgment: The employee is required to examine, analyze and evaluate facts and circumstances surrounding individual problems, situations, or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of department policies, practices, and procedures, which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. The employee is required to understand, interpret, and apply federal, state, and local regulations as necessary in response to situations.

Complexity: The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to the field of public administration. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish

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Work Environment: Employee performs work in a municipal office setting subject to frequent interruptions. The employee is required to work beyond normal business hours at nights or on weekends in response to man-made or natural emergency situations.

Nature and Purpose of Relationships: Relationships are primarily with the public, co-workers, committee members, involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. More than ordinary courtesy, tact, patience, and diplomacy may be required to resolve complaints or deal with uncooperative or uninformed persons.

Occupational Risk: Duties of the job present little potential for injury to the employee. The level of occupational risk exposure to the employee is similar to that found in a municipal office setting having frequent contact with the public.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

Serves as a primary contact for the Town, answering the department's telephone and greeting citizens/staff at a front desk, referring inquiries to appropriate town staff and assisting with general issues; forwards questions and/or concerns to the Town Administrator or Assistant Town Administrator, Board of Selectmen or other Town officials as applicable for review.

Performs a range of clerical duties including but not limited to the filing of papers; verifies, processes and monitors the department payroll, expenditures, accounts payable and lease payments consistent with budget appropriations, procurement of office supplies or equipment, sorting of department mail, typing of a variety of reports, and drafting of Selectmen's meeting minutes for Board approval. Manages the day to day activities of the office.

Oversees operation of the mail-in permit program and the seasonal permit sales office including hiring, training and scheduling of seasonal staff.

Posts meeting notices, prepares agendas and distributes meeting materials to the Selectmen prior to Selectmen's meetings and ensures compliance with the State's open meeting law.

Prepares draft correspondence, and draft documents on behalf of the department.

Maintains a roster of board/committee appointments on behalf of the Board of Selectmen and notifies appointees to schedule swearing in with the Town Clerk. Provides administrative clerical support for groups and committees as assigned.

Compiles data for the preparation of the Town's Annual Report.

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Maintains schedule of activities for Drummer Boy Park and Town Facility Use applications.

Performs special projects and conducts independent research as requested.

Provides clerical support to the Assistant Town Administrator with the administration of contracts and human resource documents as requested.

Recommended Minimum Qualifications:

Education and Experience: Associates' degree; three to five (3-5) years prior work experience preferably in a municipal government; or an equivalent combination of education and experience.

Special Requirements: Must be willing to continually learn new legal and procedural requirements.

Knowledge, Abilities and Skill

Knowledge: Knowledge of the principles of municipal public administration practices and techniques including town department functions, staffing and operating procedures. Knowledge of federal, state and local laws and regulations including ordinances and policies applicable to local government in Massachusetts. Demonstrated knowledge of office technology including but not limited to office software (word processing and spread sheet applications), report preparation skills, the Internet, and web site technology in support of department operations.

Abilities: Ability to plan and prioritize work, perform multiple tasks, maintain confidentiality, work independently and be self motivated. Ability to deal effectively with disgruntled members of the public, public officials, and staff and to maintain highly sensitive and confidential information. Ability to manage multiple tasks in detailed, timely and effective manner as well as to receive directions from a variety of sources. Ability to take initiative and work under pressure in accordance with time deadlines in responding to various requests for information or in response to a wide range of issues impacting Town services.

Skills: Proficient customer service skills; proficient written and oral communication skills, and good common sense. Effective organization, planning and time management skills. Critical thinking, negotiating, and problem solving skills. Proficient word processing and spread sheet office software and personal computer keyboarding skills.

Physical and Mental Requirements

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 position's essential functions.

Physical Skills: Little or no physical demands are required to perform the essential functions of the position. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, kneeling, twisting, reaching with hands and arms, and standing.

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There may also be some occasional lifting of objects such as books, office equipment and computer paper.

Motor Skills: Position requires the application of basic motor skills for activities including but not limited to operating a personal computer, office equipment, word processing, pushing, pulling, or lifting office equipment, and the sorting of papers. **Visual Skills:** Position requires the employee to constantly read documents, computer screens, and reports for understanding and analytical purposes. The employee is rarely required to determine color differences.