

## ADMINISTRATIVE ASSISTANT-ASSESSING

### **Position Purpose:**

The purpose of this position is to perform responsible administrative and clerical and record keeping work of moderate difficulty and responsibility in supporting the operations of a town department(s) or board(s); all other related work as required. The Administrative Assistant is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

### **Supervision:**

*Supervision Scope:* Performs varied duties requiring a thorough working knowledge of departmental operations and the exercise of some judgment and initiative to perform duties, complete assigned tasks. Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information.

*Supervision Received:* Work is performed under the general direction of the Assessors Agent; all unusual situations or questions are referred to supervisor. This position is subject to review and evaluation according to the Town's personnel plan.

*Supervision Given:* None.

### **Job Environment:**

Work is performed under typical office conditions; the noise level is moderately noisy. Essential functions are regularly performed without exposure to adverse environmental conditions.

Operates computers, printers, facsimile machine, copier, and other standard office equipment.

Makes frequent contact with the general public, other town departments, contractors, real estate agents, civil engineers, banks, title companies and lawyers. Contacts require the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

May have access to limited department-related confidential information; the application of appropriate judgement, discretion and professional office protocols is required.

Errors could result in delay, and reduced levels of department services.

### **Essential Functions:**

*(The essential functions or duties listed below 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.)*

*The Administrative Assistant performs the following essential functions as well as the essential functions specific to their departments.*

Maintains and updates, either manually or by computer, important departmental records requiring the careful recording, classification and compilation of information; posts and records information; updates data; checks, sorts, records and files various materials.

Opens and processes mail; distributes reports, memos, and necessary information to appropriate persons.

Answers questions and provides information in person and over the telephone, facsimile machine and e-mail regarding all department operations. Assists the general public with inquiries via personal discussion, telephone conversation and by mail.

Performs general administrative and clerical duties for the Department(s) including typing/composing correspondence, taking notes, proof reading, taking messages, and scheduling appointments and inspections. Maintains all assessing department files and records.

Places advertisements or notices with newspapers or trade publications; reviews publications for department related issues; transmits news releases.

Schedules meetings, hearings, appointments, reservations, interviews, and examinations; prepares, maintains and updates schedules and calendars; notifies personnel of schedules; makes travel arrangements; assists personnel in preparing expense reports.

Assists in the preparation of meeting agendas, packages, and materials.

Creates and/or maintains spreadsheets, databases, filing systems, and/or department library.

Coordinates or processes administrative activities of assigned programs or functions; duties include serving as liaison to the general public in explaining department operations and providing general assistance, handling routine department functions or problems, referring complex or difficult issues.

Refers to town ordinances, policies and procedures, local and state laws, regulations, maps, technical manuals, codebooks, administrative records, and other materials as required to perform assigned job duties.

Regular attendance and punctuality at the workplace is required.

Performs similar or related work as required, directed or as situation dictates.

### **Additional Essential Functions by Individual Departments:**

#### *Assessor's Department*

Processes all Real Estate transfers for Assessor.

Processes exemption and abatement applications for Assessors.

Enters Mortgage Deed data into the computer system.

#### *Code Enforcement*

Assists the Code Enforcement Officer with tasks related to Code and/or Planning Board functions. These tasks may include gathering information, copying, and mailing project proposal information and agendas to the Planning Board. May type Planning Board agendas, Public Notices, etc. and send them to the appropriate people such as newspapers and abutters when necessary.

#### *Office Support*

Assists other departments with special projects as needed and when schedule permits. Projects may include, but are not limited to: desktop publishing, research, filing and general office tasks.

### **Recommended Minimum Qualifications:**

Education, Training and Experience:

High school education with courses in office procedures and business practices; three years of previous experience and/or training that includes computer experience and secretarial or clerical work; or any equivalent combination of education and experience.

Knowledge, Ability and Skill:

*Knowledge:* Thorough knowledge of office practices and procedures. Working knowledge of bookkeeping and record keeping. Knowledge of the Town's ordinances and policies. Familiarity with the construction industry helpful but not required.

*Ability:* Ability to deal with the public in a courteous and tactful manner. Ability to maintain detailed records and files. Ability to work effectively under time constraints to meet deadlines. Ability to utilize a wide variety of computer software applications including word processing and databases.

*Skills:* Skill in the use of computer technology and record keeping. Excellent customer service and public relations skills. Skill in the use of the above listed tools and equipment.

Physical 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 essential functions. Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10) pounds). Tasks may involve extended periods of time at a keyboard or workstations. Tasks require the ability to operate all office equipment and machines. Some tasks require the ability to communicate orally.

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*