

## ADMINISTRATIVE ASSISTANT

### **Position Purpose:**

The purpose of this position is to perform responsible administrative and clerical work of substantial difficulty and responsibility in supporting the operations of the Office of the Town Administrator, the Board of Selectmen; and 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 and responsible duties requiring a thorough working knowledge of departmental operations and the exercise of judgment and initiative to perform duties, complete assigned tasks, and analyze the facts or circumstances surrounding individual problems.

*Supervision Received:* Work is performed under the general direction of the Town Administrator. This position is subject to review and evaluation according to the Town's personnel policy.

*Supervision Given:* None.

### **Job Environment:**

Work is performed under typical office conditions; the noise level is moderate.

Operates a computer, printers, facsimile machine, copier, calculator, typewriter, and other standard office equipment.

Makes frequent contact with the general public, other Town departments, various board/commission members, the media, and local/state/federal governmental agencies. Contacts are in person, in writing, and by telephone and involve an information exchange dialogue.

Has access to limited department-related confidential information.

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

### **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.)*

Answers questions and provides information in person, online and over the phone regarding all department operations/policies/procedures and activities.

Maintains documents, postage, professional/technical services, consultations with engineering services and attorneys, etc.

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Creates and maintains public document files.

Performs general secretarial and clerical duties for the Town Administrator including typing/composing correspondence, taking notes, proof reading, forwarding calls/taking messages, and scheduling appointments. Receives and distributes mail; mails out all department correspondence. Maintains all department files.

Orders office supplies.

Provides cross departmental support for procurement; inventories; insurance claims and coordination; and other tasks as requested.

Regular attendance and punctuality at the workplace is required.

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

**Recommended Minimum Qualifications:**

**Education, Training and Experience:**

High school education including or supplemented by courses in secretarial skills, business or related field; three years of progressively responsible experience in secretarial, financial record keeping, or administrative 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 financial record keeping. Familiarity with the applicable Massachusetts General laws, and/or local bylaws, rules, and regulations relating to planning and community development helpful.

*Ability:* Ability to maintain detailed records and to prepare reports from it. Ability to work effectively under time constraints to meet deadlines. Ability to operate various types of office equipment including a computer and typewriter. Ability to utilize a wide variety of computer software applications including word processing, spreadsheets, and databases.

*Skill:* Skill in all of the above listed tools and equipment. Very good customer service skills.

**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. Lifts/moves objects weighing up to 10 pounds. Types on a keyboard at a moderate speed. Communicates verbally and in writing. Manually operates all office equipment and machines.

*(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.)*

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