

ADMINISTRATIVE ASSISTANT ADMINISTRATION AND LICENSING

Position Purpose:

The purpose of this Administration/Licensing department position is to greet the public, provide information and perform responsible administrative, clerical and record keeping work to assist the Town Manager, Assistant Town Manager, the Select Board, and provide customer service assistance. Supports all administration/ licensing functions and provides some assistance to town departments as assigned.

Supervision:

Supervision Scope: Exercises independent judgment and initiative in the planning, administration and execution of services, and in the interpretation and application of laws, regulations and procedures in the absence of clearly defined by precedent or established procedures. Performs a variety of responsible functions in accordance with state statutes and local bylaws.

Supervision Received: Works under the general direction of the Town Manager/ Assistant Town Manager, with direct supervision provided by the Administrative Coordinator & Assistant Town Clerk, and with some supervision provided by the Town Clerk, as applicable; unusual situations or questions are referred to direct supervisor (Administrative Coordinator & Assistant Town Clerk). Administrative Coordinator & Assistant Town Clerk may provide general work plans or issue assignments of specific projects or tasks.

Supervision Given: Employee is not required to regularly supervise any town employees.

Job Environment:

Work is performed under typical office conditions; work environment is moderately noisy.

Operates computer and general office equipment, such as calculator, copier, facsimile machine, and telephone.

Makes frequent contacts with the public, federal and state agencies, town departments, and vendors. Most contacts require an information exchange dialogue. Contacts are in person, in writing, and by telephone. Contacts are in person, in writing, and by telephone and involve an information exchange dialogue.

Must be able to interact well with fellow employees and the public in a courteous, helpful and respectful manner and be willing to lend assistance where needed.

Has access to sensitive information, which requires the application of appropriate judgment, discretion and professional protocols.

Errors could result in delay and confusion in the provision of services and have significant legal and/or financial repercussions.

Specific Duties:

The 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. Responsible for providing administrative, secretarial, and support services to the Town Manager, Assistant Town Manager, Select Board, Administrative/Licensing Office, and other town departments as assigned, and to perform any related work as required.

1. Assumes a “front line” position at the Town Hall to receive and help members of the public, town officials, or town staff with inquiries. Directs citizens to appropriate departments and staff. Answers general questions about Town of Truro bylaws, regulations, procedures, policies, and relevant Massachusetts General Law.
2. Provides comprehensive administrative support for the functions and operations of the Town Managers, Assistant Town Managers and Select Boards; performs and oversees a variety of functions and services within the scope of these departments.
3. Prepares agendas and legal notices for various boards/committees and commissions. Uploads agendas and approved minutes onto the Town of Truro website and posts agendas in-house. Assists with meeting packet preparation as assigned. Picks up, opens, sorts, prioritizes and routes Town Hall mail. Assists with preparing or tracking meeting minutes as assigned.
4. Responsible for keeping both the Town Manager and Select Board fully informed on all matters of importance. Maintains confidentiality as required.
5. Assists with filing, paperwork processing, data entry, data collection, and reporting for the administrative department. Performs scheduling functions and prepares for/coordinates meetings.
6. Issues Shellfishing and Transfer Station permits/access. Processes dog license applications and issues dog tags. Accepts applications, prepares them for approval, coordinates with appropriate departments and issues permits/ approvals. Acts as a licensing agent to the Select Board. Prepares corresponding reports, as appropriate. Accepts and processes payments and prepares turnovers in accordance with all financial policies and procedures.
7. Assists with the compilation, editing, research and publication of the Annual Town Report, as directed by the Town Manager.

8. Prepares the list of annual appointments needed for committees and boards; responsible for updating and preparing the current listing of officials, boards, and committees. Tracks and files associated paperwork.
9. When requested by the Chief Procurement Officer, assists in the processing of Town procurement bids, specifications, and proposals.
10. Supports Town Clerk functions as assigned, such as assisting with mailings for early voting.
11. Supports town departments with administrative tasks or special projects as appropriate and as assigned.

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

Recommended Minimum Qualifications:

Education and Experience:

Possession of a high school diploma, or equivalent; and a minimum of three years of office management or administrative experience. Associate's or bachelor's level college degree in business, management, public administration or related field preferred. Five years of office management experience preferred. Familiarity with municipal government and a working knowledge of administrative/ office management and municipal operations preferred.

Any equivalent combination of education, certification and experience will be considered.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of office procedures, practices and terminology. Complete knowledge of the use of office and data processing equipment. Basic knowledge of bookkeeping techniques. General knowledge of local government and its operations.

Ability: Ability to deal with the public in a courteous and tactful manner. Must be courteous, helpful and respectful and lend assistance where needed. Ability to maintain multiple filing systems; attend to a number of details occurring simultaneously and do so with accuracy; communicate effectively with coworkers, other employees, departments, officials, and other agencies; and prioritize tasks and projects appropriately. Ability to follow orders, policies, regulations, laws, and procedures. Ability to use independent judgement when needed to successfully complete assignments; ability to understand and perform basic mathematical and bookkeeping functions; ability to solve problems, think logically and analytically, exercise good judgement and discretion. Ability to effectively use all required software platforms, including the making updates and postings to the town website. Ability to prepare accurate records.

Skill: Computer expertise in word processing and spreadsheet applications, with excellent word processing and typing expertise. Skill in learning and using software platforms. Comfort with using

telephone, office equipment, including a computer keyboard, typewriter, adding machine, postage meter, fax machine, and photocopier. Excellent customer service and public relations 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.

Regularly required to maintain a stationary position, move about the inside of the building, position self to reach low objects (objects under desks, in filing cabinet drawers); must be able to manipulate objects, tools or controls, and be able to pick up and use paper, books, and other common office objects. Ability to communicate with members of the public and exchange accurate information in person, over the phone and via electronic and written communications. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed. Ability to move/ set up small equipment (up to 30 lbs).

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.