

**Town of Conway, Massachusetts
Job Description**

Position Title:	Administrative Assistant	Grade Level:	II
Department:	Town Administrator	Date:	12/27/21
Reports to:	Town Administrator	FLSA Status:	NON-EXEMPT

Statement of Duties: The Clerk (Administrative Assistant) is responsible for the provision of administrative and clerical services in support of the Conservation Commission, Planning Board, Zoning Board of Appeals, and other boards, committees, commissions, and councils as may be necessary. The employee is required to perform all similar or related duties as those detailed below.

Supervision Required: Under the general supervision of the Town Administrator, and the day-to-day supervision of the chairs of the boards, committees, commissions, and councils detailed, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides instruction for new or unusual assignments. Unusual situations are referred to the supervisor for advice and further instructions. Supervisor reviews work to remain aware of progress, work methods, and technical accuracy.

Supervisory Responsibility: The employee as a regular part of the job is not required to supervise other department employees.

Confidentiality: The employee has regular access to confidential information such as boards, committees, commissions, and council records, law suits and other official personnel files that are obtained during performance of regular position responsibilities in accordance with the State Public Records Law.

Accountability: Consequences of errors, missed deadlines or poor judgment may include adverse customer relations, jeopardize programs, and have legal and financial repercussions, and missed deadlines.

Judgment: Numerous standardized practices, procedures or general instructions govern the work performed, which in some cases may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice or procedure, regulation or guideline.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: The work environment involves everyday discomforts typical of a municipal office setting subject to frequent interruptions. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

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Nature and Purpose of Public Contact: Relationships with co-workers and the public 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. Other regular contacts are with representatives of other departments or agencies, vendors, lawyers and representatives from insurance companies. More than ordinary courtesy and tact; may be required to resolve complaints or deal with uncooperative or uninformed persons.

Occupational Risk: Risk exposure is similar to that found in a municipal office setting.

Essential Functions:

The essential functions or duties listed below are required and are 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.

Responsible for the provision of a wide range of clerical and administrative services including but not limited to answering a telephone and referring calls to department staff, preparation of written correspondence, preparation of the department's payroll, maintenance of a record of and monitors department income and expenditures, preparation of correspondence, ordering supplies, maintaining records, filing of department files, and distribution of department mail.

Ensures timely and accurate submission of public notifications, invoices, and other documents.

Coordinates department-sponsored special events/programs.

Conducts supply purchases at direction of the chairs of the boards, committees, commissions, and council and according to their needs.

Maintains boards, committees, commissions, and council records; develops, maintains and submits boards, committees, commissions, and council reports and budget information.

Processes and maintains accounts payable and receivable. Processes permit applications, schedules inspections, maintains permit records and processes fees received.

Recommended Minimum Qualifications:

Education and Experience: Associates degree or a journeyman's level of trade knowledge; one to three (1-3) years related work experience in an office environment; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements: None required.

Knowledge, Abilities and Skill

Knowledge: Common policies, practices and procedures of the department and office operations;

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laws and regulations pertinent to position functions. Knowledge of office software (word processing and spread sheet applications), the Town Web site, and the Internet in support of department operations.

Abilities: Ability to understand and follow oral and written instructions. Ability to communicate effectively orally and in writing. Ability to establish effective working relationships with employees, other agencies and the general public. Ability to demonstrate emotional stability. Ability to apply standard emergency aid techniques to specific situations. Ability to present a positive public image and relate well to children, senior citizens, and others. Ability to develop and maintain public confidence and respect, work independently, and be self-motivated. Ability to work harmoniously, cooperatively and courteously in a team setting with others at all times. Ability to work independently and to interact effectively with disgruntled members of the public and other department personnel; ability to perform multiple tasks and maintain confidential information. Ability to manage multiple tasks in a detailed and organized manner.

Skills: Proficient skill in the operation of a personal computer and office equipment and the application of office software including word processing, spread sheet, data base management, and Internet and Web applications; proficient business mathematical skills, recordkeeping, keyboarding and customer service skills; proficient written and oral communication skills. Effective organizational 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 Demands: Little or no physical demands are required to perform the work. Work effort principally involves sitting and walking to perform work tasks, with intermittent periods of stooping, and standing. The employee is occasionally required to lift objects such as books, office equipment, and computer paper.

Motor Skills: Duties are largely mental rather than physical, but the job requires the application of basic motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, keyboarding, word processing, filing, and sorting of papers.

Visual/Auditory Skills: The employee is required to constantly read documents, personal computer screens and written reports for general understanding and routinely for analytical purposes. The employee must have the auditory ability to listen and comprehend. The employee is not regularly required to determine color differences.

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 changes.