

**Town of Conway, Massachusetts
Job Description**

Position Title:	Assistant to the Town Administrator	Grade Level:	III
Department:	Town Administrator	Date:	06-13-22
Reports to:	Town Administrator	FLSA Status:	NON-EXEMPT

Statement of Duties: The Assistant to the Town Administrator is responsible for the performance of clerical and administrative work assisting the Town Administrator in all aspects of his or her work, including executing the policies and procedures put forth by the Selectboard and Town Meeting, and acting in such capacity as the Town Administrator may direct in municipal, state, federal, and other issues affecting the Town. The employee is required to perform all similar or related duties.

Supervision Required: Under the general direction of the Town Administrator, the employee is required to plan, prioritize, and carry out regular work activities in accordance with standard operating practices and previous training. The employee interprets instructions and/or adapts methods to resolve particular problems. Instructions for new assignments usually consist of statements of desired objectives, deadlines, and priorities. Technical and policy problems or changes in procedures are discussed with supervisor. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy, or other requirements.

Supervisory Responsibility: None.

Confidentiality: In accordance with the State Public Relations law, the employee has regular access on a town-wide basis to confidential information such as client and department records, official personnel files and lawsuits. Confidentiality is of the utmost importance.

Accountability: Consequences of errors or poor judgment may include missed deadlines, legal repercussions, monetary loss, and adverse public relations.

Judgment: Work assignments require the employee to examine, analyze, and evaluate facts and circumstances surrounding individual problems, situations or transactions, and to determine actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents which may be conflicting, at times. Independent judgment is used in analyzing specific situations to determine appropriate actions.

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 employee performs work in a municipal office setting subject to frequent interruptions. The employee is required to work some evenings in order to attend Select Board meetings.

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Nature and Purpose of Relationships: Relationships are primarily with co-workers, committee members, and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines to render service, plan or coordinate work efforts, or resolve operating problems. More than ordinary courtesy, tact 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 is similar to that found in an office setting with frequent contact with the public.

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.

Support Administrator:

- Compiles, edits, and arranges printing and mailing of annual report
- Assists in all aspects of Town Meetings (prepare materials, copy and mail warrants, etc.)
- Assists in all aspects of Select Board meetings (agendas, minutes, etc.)
- Manages license renewal process (communicate with applicants, put on SB agenda, transfer funds, mailings, etc.)
- Maintains web page content
- Assists with human resources administration (submitting CORI applications, keeping files updated, sending out offer letters and employee handbooks, etc.)
- Coordinates scholarship process: advertises availability, receives applications, follows up with applicants, requests scholarship analysis from the Treasurer; puts awarding of scholarships on the SB agenda;
- Proofreads documents
- Scans and files documents; manages paper files
- Orders and receives office supplies; maintains stock
- Performs a range of clerical duties for the Town Administrator and Select Board including but not limited to filing of papers, administration of department permits and licenses, procurement of office supplies and equipment, drafting Select Board meeting minutes for Board approval, sorts through and distributes office mail.

Support Committees:

- Maintains committee lists (including e-mail lists) and contact information
- Maintains and distributes committee procedures and requirements
- Tracks and renews appointments and letters of recognition
- Schedules room use
- Ensures timely Web posting of town information, including events, minutes, etc.
- Coordinates the appointment of citizens to various Town Boards and Committees
- Performs follow-up on Select Board action items from weekly meetings as assigned.

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- Posts public meeting notices on Town website and calendar, prepares agendas and distributes meeting materials to Select Board members prior to weekly meetings and ensures compliance with the State's Open Meeting Law.

Work with Town Staff:

- Work with Town staff as necessary
- Maintain and distribute emergency contact information
- Pick up and deliver mail

Services as a liaison for the Town answering the department's telephone and greets citizens/staff, referring inquiries to appropriate town staff and assisting with general issues; forwards questions and/or concerns to the Select Board or Town Administrator or other Town officials as applicable for review.

Recommended Minimum Qualifications:

Education and Experience: Bachelor's Degree in liberal arts or a related field, and three to five (3-5) years of office experience; or an equivalent combination of education and experience.

Special Requirements: None.

Knowledge, Abilities and Skill

Knowledge: Knowledge of office procedures, computer programs and equipment, and federal and state laws and town ordinances pertaining to operations. Knowledge of technology including but not limited to office software (word processing and spread sheet applications) and use of the Internet in support of department operations. Knowledge of Town government operations and services. Working knowledge of the Mass General Laws and local ordinances that apply to town government services and/or operations. Knowledge of the surrounding area and geography of the Town and available state, local and federal services in support of town operations. Knowledge of State ABCC rules and regulations as well as permitting processes.

Abilities: Plan and prioritize work, and perform multiple tasks, maintain confidentiality, work independently, and be self motivated. Ability to deal effectively with disgruntled members of the public 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 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. Proficient data processing and keyboarding skills.

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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. 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 in order to perform a wide range of activities including but not limited to operating a personal computer, office equipment, word processing, pushing, pulling, or lifting office equipment, and sorting and/or filling 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 change.