

## **ADMINISTRATIVE ASSISTANT HIGHWAY**

### **Summary**

The employee is responsible for the provision of administrative and clerical services in support of the Highway Department.

### **Essential Functions:**

*The essential functions or duties listed below are intended only as 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.*

- Provides customer service including answering the department telephone, greeting customers at a counter, handling department's incoming and outgoing mail and email, photocopying
- Processes department payroll, ordering of supplies, and the maintenance of all department records, forms etc
- Participates in the preparation and administration of the department's operating budget including the administration of State Chapter 90 funds; receives records and processes payments to the Town Treasurer/Collector
- Assists department head in the administration of yearly service bid contracts
- Processes the department's account payables and receivables including the preparation and processing of invoices as payment for department services
- Participates in the procurement of materials, supplies and equipment in accordance with the State Procurement Law
- Performs a variety of related duties

### **Supervision Received:**

Under the general supervision of the Highway Superintendent and Police Chief, 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.

### **Confidentiality:**

In accordance with the State Public Records law, the employee has regular access to confidential information such as official personnel files or department records.

### **Judgment:**

Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Independent judgment is needed to locate,

select and apply the most pertinent practice, 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:**

Employee performs work in a municipal office setting subject to frequent interruptions. The employee may be required to work beyond normal business hours when performing work as a dispatched in the department's emergency dispatch center.

**Nature and Purpose of Relationships:**

Relationships are primarily 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. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with uncooperative or uninformed persons.

**Recommended Minimum Qualifications:**

**Education and Experience:**

High School diploma, or equivalent; one to three (1-3) years prior work experience preferably in a municipal government office; or an equivalent combination of education and experience.

**Knowledge, Abilities and Skill**

**Knowledge:** Knowledge of the department's computer system and various software applications including but not limited to office software (word processing and spread sheet applications), billing systems, and the Internet in support of department operations. Knowledge of office practices, procedures and administration of the department's payroll system. Thorough knowledge of department operations and functions as well as familiarity with Town government. Knowledge of the State Procurement Law regarding the purchase of supplies, equipment and services.

**Abilities:** Ability to work independently in order to plan and prioritize work, perform multiple tasks in a detailed and efficient manner and to maintain highly confidential information. Ability to deal effectively with disgruntled members of the public. 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 department services.

**Skills:** Proficient customer service skills in person and over the telephone; proficient written and oral communication skills, and good common sense. Proficient personal computer keyboarding 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 Skills:**

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 department objects such as books, office equipment and computer paper.

**Motor Skills:**

Position requires the application of basic motor skills in order to perform a range of activities including but not limited to operating a personal computer including keyboarding, office equipment, word, and the sorting and filing of papers.

**Visual Skills:**

Position requires the employee to routinely read documents, computer screens, and reports for understanding and analytical purposes.