

Town Administrator

Executive Assistant to the Town Administrator

DEFINITION

The Executive Assistant serves in the capacity as an administrative assistant to the Town Administrator/Personnel Director. The position is responsible for providing support for the Town Administrator/Personnel Director in the areas of permits and licenses; scheduling hearings; reviewing and paying bills; personnel and legal matters; processing insurance claims; preparing and posting agendas and transcribing minutes from Selectmen's meetings; and publishing Annual Town Report.

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.

- Greets visitors in the Town Hall, answering phones, and questions
- Provides administrative support to the Town Administrator/Personnel Director and the Board of Selectmen.
- Provides clerical support as needed, including but not limited to the preparation of agenda, minutes and materials for Board of Selectmen's meetings and for Town Cabinet and Personnel Board meetings in the absence of the Administrative Assistant to the Board of Selectmen and Town Administrator/Personnel Director.
- Posts public meeting notices and legal notices as required.
- Receives and assists in the processing of all insurance matters.
- Assists with processing request for legal service; maintains case files and other legal records.
- Coordinates and publishes Town Annual Report, which includes gathering reports, formatting and editing products received from town departments, committees, boards and commissioners; making sure names of elected and appointed officials are accurate. Selects, prepares layout for report and submits to printer in timely fashion.
- Maintains and files forms and weekly correspondence and records for the Town Administrator and BOS.
- Assists public and vendors in explaining procedures and regulations and making appropriate referrals, and provides general information to the public.
- Files correspondence and records for the Town Administrator and BOS.
- Prepares official correspondence on behalf of the Town Administrator.
- Responds to complaints, including but not limited to, bylaw complaints and Open Meeting Law complaints.
- Provides general assistance to the procurement process as needed.
- Assists in maintaining public record requests files and may serve as a Public Information Officer.
- Assists in maintaining town contracts.
- Schedules and advertises hearings on new license applications and transfers under the Board of Selectmen's purview; issues all licenses, permits and renewal applications; collects fees and transmits to Treasurer.
- Performs similar or related work as required and supports the Administrative Assistant to the BOS and Town Administrator/Personnel Director from time to time, as may be necessary, i.e. lunch breaks, sick days, vacations or during busy times.

SUPERVISION RECEIVED

Under general direction, employee plans and prioritizes the majority of work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor.

SUPERVISION EXERCISED

The employee, as a regular and continuing part of the job performs non-supervisory work that is usually of the same kind and levels as is done by the group lead. The incumbent assists in providing on-the-job training to new employees; reports to the supervisor on disciplinary problems, performance and training needs of employees; resolves simple, informal complaints of employees and refers others to the supervisor.

ACCOUNTABILITY

The nature of the professional or technical work means that errors in analysis, techniques or recommendations would probably be difficult to detect. Consequences of errors, missed deadlines or poor judgment could result in excessive costs, delay of service delivery, or legal repercussions.

JUDGMENT

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining 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 complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations.

COMPLEXITY

The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

NATURE AND PURPOSE OF CONTACTS

Relationships are constantly with co-workers, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance, including departmental practices, procedures, regulations or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

CONFIDENTIALITY

The employee has access to confidential information including official personnel files, law suits, criminal records/investigations, client records, and department records, as well as medical and psychological records.

EDUCATION AND EXPERIENCE

Bachelor's Degree and from three to five years of experience in a municipal office setting or a related field, or any equivalent combination of education and experience.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Knowledge of importance of confidentiality at appropriate times. Knowledge of town departments and their functions. Knowledge of computer programs.

Abilities: Ability to focus and multi-task in office environment. Ability to meet critical deadlines.

Skills: Excellent interpersonal, secretarial, administrative and organizational skills. The individual must be able to work collaboratively and maintain excellent lines of communication with others.

WORK ENVIRONMENT

The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Incumbent may be required to work beyond normal business hours in response to emergency situations or to attend evening meetings.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

Minimal physical demands are required to perform most of the work. The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes and viewing computer monitor.