

TOWN OF NORTHBOROUGH
JOB DESCRIPTION

JOB TITLE:	Administrative Assistant	DATE:	March 2005
DEPARTMENT:	Various Departments	GRADE:	B
REPORTS TO:	Department Head		

SUMMARY

Responsible for providing administrative, clerical, and record keeping support for the department.

ESSENTIAL FUNCTIONS

Screen incoming mail, calls, and visitors and direct to appropriate department head, staff member, or staff in another department. Takes messages. Address matters that do not require personal attention or action of the department head.

Prepare correspondence, memoranda, forms, reports, agendas, minutes, bid specifications, etc. using word-processing, spreadsheets, and presentation software. Copy, fax, and mail material.

Manage and maintain filing system.

Monitor expenditures against budget and maintain associated records; compile financial data for the development of the department's operating budget and capital improvement plan.

Collect fees. Prepare documentation for receipts; coordinate receipts and collections with Town departments. Maintain financial reports.

Schedule appointments; make meeting arrangements; distribute notices; take minutes; transcribe minutes, and perform follow-up activities after meetings.

Prepare department payroll including tracking time worked, sick leave, vacation leave, and over-time. Prepare department's accounts payable for processing.

Monitor office supplies and coordinate purchase within approved spending limits.

SECONDARY RESPONSIBILITIES

- May coordinate the work of office/clerical employees. Leadership activities include assigning/reviewing work, conducting orientation for new employees, providing performance feedback, and recommending hiring decisions.
- May prepare information and be responsible for the production of the department's submission to the Annual Town Report.
- May require maintenance of database systems.
- Provide back-up to other department staff.

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DEPARTMENT-SPECIFIC ESSENTIAL RESPONSIBILITIES

Buildings/Board of Health

- Determine, explain, and distribute forms for permits, licenses, and certification. Review for completeness and verify for eligibility of applicant for specified permits. Screen documentation for zoning issues. Respond to customers inquiries and complaints regarding permits, codes and regulations.
- Review and process letters of certification on sub-surface sewerage disposal work and foundation location completed by engineers, contractors, and owners.
- Verify insurance coverage for plumbers and gas fitters, electricians, contractors and licenses.
- Prepare and send all bills for Board of Health.
- Assist in locating information to do Title V inspections.
- Determine whether homeowners/contractors owe any back taxes and inform them of their delinquent tax status.
- Schedule Board of Health public meetings/hearings; attend meetings/hearings; take minutes and perform follow-up.

Department of Public Works

- Assist public with permits and licenses for the water/sewer, highways, parks and cemetery departments; reviews applications for completeness.
- Set-up all new water/sewer services.
- Coordinate the processing of water/sewer bills.
- Provide documentation for water and sewer betterments; record betterments at the Registry of Deeds.
- Obtain bonds and certificates from drainlayer.
- Prepare private work bills to customers; record, reconcile and report receipts.
- Prepare reports for vehicle maintenance, community public water supply statistics, etc.
- Schedules new meters, final meter readings, and meter re-reads.
- Make bank deposits.
- Schedule public hearings; attend hearings; take minutes and perform follow-up on tree removal issues.

Engineering/Planning

- Assist in the preparation of proposals and grants for Solid Waste and Recycling.
- Respond to calls and complaints from residents regarding solid waste collection; maintain records of collections; coordinate billing and invoice payments.
- Schedule public hearings; attend hearings; take and transcribe minutes and perform follow-up activities for the Planning Board.
- Determine, explain and distribute applications and forms for Planning Board, Conservation Commission, Earth Removal Board, and Ground Water Advisory Committee.

Family and Youth Services

- Assess and triages clients in crisis.
- Handle client contact with confidentiality.
- Administer SMOC Fuel Assistance Program.
- Maintain NFYS childcare program enrollment database.

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- Administers payroll and benefits program for NFYS employees; assist agent with renewals on NFYS property & casualty insurance; process invoices and make payments for NFYS supplies and services.
- Post tuition payments for NFYS childcare programs to computer system.
- Coordinate preparation of fund raising material and special events preparation.
- Participate in new hire orientation and termination process through conducting exit interview of NYFS, Inc. staff.
- Prepare and make bank deposits.

Police Department

- Coordinate departmental programs including: private duty work assignments, summer workers (grant program), community services directory.
- Perform dispatcher duties.
- Maintain records on arrests, accident reports, motor vehicle violations, court information, etc.
- Assist in the interview process for dispatchers/officers.
- Maintains confidential personnel records.

Fire Department

- Prepare grants.
- Perform preliminary hiring/recruiting procedure; schedule interviews; explain job requirements and duties; coordinates examinations.
- Answers radios and phones in emergency situations.
- Issues permits for fire prevention activities and storage.
- Follows-up on hazardous materials charges and false alarm billing.
- Troubleshoots ambulance billing issues.
- Maintains confidential personnel records.

Recreation Department

- Assist in the production of program brochures/flyers
- Process program registrations and assist with the day-to-day administration of recreation programs.
- Interacts with program instructors and other public departments.
- Help with field and gym scheduling
- Process recreation bills/payroll and deposits
- Take minutes of Commission meeting
- Assist with the administration and planning of Applefest
- Communicates with public in reference to programming
- Prepares and processes paperwork for seasonal staff

Performs other position-related duties, as assigned.

QUALIFICATIONS

Minimum Training and Experience

Requires an Associate's degree in office administration and/or bookkeeping and 3 to 5 years' job-related experience; or any equivalent combination of education and experience.

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Minimum Knowledge, Skills and Abilities

Requires proficiency in word processing, spreadsheets, and presentation software. Proficiency in databases desired. Strong typing skills, attention to detail and organization/time management skills.

Requires working knowledge of personal computer, office equipment, and office procedures.

Effective customer service and communication skills are required to address a wide-ranging public audience. Contacts require courtesy and tact to resolve issues. Must respect the handling of confidential information.

Knowledge Proficiency

In order to be considered proficient in the position, the employee must demonstrate:

- thorough knowledge of the department's operations,
- basic knowledge of the functions and operations of other Town departments,
- solid understanding of Massachusetts General Laws as they pertain to the clerical and administrative functions of the department,
- proficiency in the department's specific software applications and databases.

Tools and Equipment Used

The employee is required to use a personal computer and general office equipment (e.g., telephone, calculator, adding machine, copier, facsimile, etc.) Certain departments require the use of two-way radios for communication with field staff. The Secretaries in the Police Department and Fire Department are required to use a radio transmitter and receiver.

Physical Demands

The physical demands listed are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job. Must be able to communicate clearly and concisely, orally and in writing.

While performing the duties of this job, the employee is frequently required to sit, talk, hear, stand, and walk. The employee must occasionally lift and/or move up to 10 lbs.

The employee must have good vision to view computer screens, numbers and text and view maps and documents for general understanding.

Work requires advanced manual dexterity in combination with eye-hand coordination for high-volume, high-speed keyboard input, and data entry.

Work Environment

The work environment characteristics described here are representative of those that the employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job. Work is performed in an office setting with public traffic.