

**TOWN OF NORTHBOROUGH**  
***JOB DESCRIPTION***

<b>JOB TITLE:</b> Administrative Assistant	<b>DATE:</b> March 2022
<b>DEPARTMENT:</b> Various Departments	<b>GRADE:</b> 3
<b>REPORTS TO:</b> Department Head	

**DEFINITION**

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

**ESSENTIAL FUNCTIONS**

*The essential functions or duties listed below are intended only as illustrations of the various types 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.*

- Screen incoming mail, calls, and visitors and direct to appropriate department head, staff member, or staff in another department. Take messages. Address matters that do not require personal attention or action of the department head/inspectors.
- Schedule appointments and/or inspections for the department.
- Respond to customer inquiries and complaints regarding department business.
- Distribute department forms, and applications for permits, licenses, and/or certifications upon request and assist applicants with process as needed. Review documents for completeness and verify the eligibility of applicants for specified permits and/or applications.
- Maintain confidential personnel information, documents and files as required.
- Prepare department correspondence, memoranda, forms, reports, agendas, minutes, bid specifications, etc. using word-processing, spreadsheets, and presentation software. Copy, fax, and mail material.
- Process and check all submitted permit paperwork ensuring all required documents have been received; request missing information from applicants; enter document information into software; notify applicants when documents are finalized.
- Schedule department / board meetings. Prepare agenda for department and/or board meetings, transcribe meeting minutes, distribute copies of meeting materials.
- Prepare department payroll including tracking time worked, sick leave, vacation leave, and over-time.
- Monitor expenditures against budget and maintain associated records; compile financial data for the development of the department's operating budget and capital improvement plan.

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- Provide assistance and backup to department staff as needed.
- May prepare information and be responsible to produce the department's submission to the Annual Town Report.
- Monitor office supplies and coordinate purchase within approved spending limits.
- Process department bills and invoices. Collect fees. Prepare documentation for receipts, coordinate receipts and collections with Town departments. Maintain financial reports.
- Performs other position-related duties as assigned.

### DEPARTMENT SPECIFIC FUNCTIONS:

#### **Health and Human Services:**

- Manage and file confidential public medical and health records related to disease, infection and immunization.
- Assist with health event organization.
- Process health-related permits and licenses, ensuring compliance.
- Facilitate communication between the Health and Human Services Department, other departments, and the community.
- Support the Director in administrative tasks, grant management, and public health campaigns.
- Handle public health inquiries and assist in data management for department initiatives.
- Assist with the organization of emergency preparedness functions, including immunization clinics.

#### **Building / Health:**

- Verify insurance coverage and licenses for contractors and subcontractors.
- Record inspection results in an appropriate online database.
- ~~Assist with organization of emergency preparedness functions including immunization clinics.~~
- ~~Manage and file public medical records related to disease, infection, and immunization.~~

#### **Department of Public Works:**

- Set-up all new water/sewer accounts, schedule new meters, final meter readings, meter-rereads, and final bills for property sales.
- Provide documentation for water and sewer betterments, record betterments at the Registry of Deeds.
- Schedule public hearings; post legal notices; attend hearings; take minutes and perform follow-up on tree removal issues.

#### **Fire Department:**

- Issues permits for fire prevention activities and storage.
- Assist with recruitment of new firefighters, conducts references checks.
- Follows-up on hazardous materials charges and false alarm billing.

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- Ambulance Service Rendered: Gather and maintain detailed data for substantial, accurate information for all ambulance billing related to Fire Department EMS invoices to ensure timely reimbursement for services; organize monthly billing account reconciliation reports.

#### **Library:**

- Prepare State Aid Application.
- Maintain Appropriations and Trust Funds Balance Sheets.
- Assists with program advertisement and registration.
- Assist with updating and managing website and social media accounts.

#### **Police:**

- Coordinate all scheduling and ensure minimum staffing requirements are met including detail requests; coordinate departmental programs including private duty work assignments, summer workers, and community services directory.
- Assist in application and management of all grants and grant programs.
- Assist in the interview process for dispatchers and officers.

#### **Recreation:**

- Assist in the production of program brochures/flyers; update and manage website and social media presence.
- Process program registrations and assist with the day-to-day administration of recreation programs.
- Assist the Director with scheduling and permitting town properties for recreational use.
- Communicates programming information to the public.

#### **Planning:**

- Assist Town Planner with draft decisions based on compiling all submitted evidence.
- Determine, explain, and distribute applications and forms for all land use permitting boards and committees.
- File decisions and notices of decisions, notice of public hearings, statutory mailings, and agendas with the Town clerk's Office.
- Monitor all deadlines with respect to publishing requirements for various hearings.

#### **Senior Center:**

- Assist with setup and takedown for various programs at the Senior Center.
- Assist with registration of patrons for various programs and classes.
- Monitor, update, and review the Senior Center database.
- Assist with content and accuracy of the monthly newsletter and maintain the mailing list.

#### **SUPERVISION RECEIVED**

Under general direction, the employee plans and prioritizes the 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 the supervisor.

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### **JUDGMENT AND COMPLEXITY**

The work consists of a variety of duties which 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. Judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline.

### **NATURE AND PURPOSE OF CONTACTS**

Relationships are with co-workers, vendors, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations. The employee serves as a spokesperson 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**

Employee has access at the departmental level to sensitive and confidential information.

### **EDUCATION AND EXPERIENCE**

High School diploma or equivalent, and three years of related experience; or any equivalent combination of education, training, certification, and experience.

### **KNOWLEDGE, ABILITY, AND SKILLS**

Knowledge: Knowledge of State and Town regulations, policies, programs, and operations; knowledge of office management principles and practices and computer systems and equipment used by the department.

Abilities: Ability to manage multiple tasks, meet deadlines, and pay careful attention to details despite interruptions; ability to maintain harmonious working relationships; work independently; maintain confidentiality. Ability to stay calm and deal tactfully, patiently and appropriately with all clients. Ability to multitask and prioritize.

Skills: Record keeping, bookkeeping, organization, oral and written communication and customer service skills.

### **WORK ENVIRONMENT**

The majority of work is performed in an office setting typical to a town hall.

### **PHYSICAL, MOTOR, AND VISUAL SKILLS**

**Physical Skills:** 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 require 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.

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**Visual Skills:** Visual demands require routinely reading documents for general understanding and analytical purposes. Frequent computer use.