

CLASSIFICATION SPECIFICATION FOR

OFFICE ASSISTANT
ADMINISTRATIVE ASSISTANT
EXECUTIVE ASSISTANT

Class specifications are intended to present a descriptive list of the range of typical duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job, and all duties described are not necessarily performed by all employees in the class.

FLEXIBLY STAFFED SERIES

This is a flexibly staffed series, meaning that incumbents may be promoted by successfully demonstrating the ability to perform competently at the required level and by meeting the qualifications for the next higher class. Promotion to a higher level is not automatic or guaranteed and is subject to management and budget authorization. For more information, refer to the Town's Administrative Policy on Flexibly Staffed Classifications.

POSITION SUMMARY

Incumbents in this series perform a variety of administrative work in various areas of Town government. These classifications provide administrative and departmental support in a variety of service delivery areas and Town programs. Incumbents perform duties such as arranging meetings, organizing and maintaining paper and electronic files, researching and providing information, drafting correspondence, finalizing reports and presentations, and distributing agendas and meeting materials.

DISTINGUISHING CHARACTERISTICS

Office Assistant is the entry-level classification for this job series. Incumbents perform routine and general clerical work as directed by the supervisor. Priorities are pre-established and monitored. Although the incumbent works with independence, work is performed by following established protocol and procedures.

Administrative Assistant is the experienced/journey-level of this job series. Incumbents are responsible for a wide range of administrative tasks that require extensive use of technology, knowledge of office management and customer service principles. Incumbents are typically required to meet pre-determined timelines but some latitude is given to determine workflow and to choose methods for completing the work. Incumbents may serve as a lead in setting work priorities and may assist with training others.

Executive Assistant reports directly to the Department Director or other Manager and is the advanced and/or supervisory classification of this job series. Incumbents are responsible for high-level administrative work that is often sensitive and complex. Knowledge of Town policies and practices and the ability to explain these policies to other employees, agencies and the public is required. Work is performed in accordance with policies established by the Executive Staff, but considerable latitude is given to design work processes, determine priorities, to escalate issues to the Director or other authority and to use independent judgment for problem-solving.

ESSENTIAL FUNCTIONS

- Answer phone calls and direct calls to appropriate parties or take messages.
- Respond to requests for information from the public, other municipalities, state officials, and state and federal legislative offices.
- Communicate with customers, employees and other individuals by phone, in written form, email, or in person to answer questions, disseminate or explain information and address complaints.
- Handle meeting logistics such as coordinating calendars, reserving conference rooms, sending meeting notices, communicating with attendees, and arranging for meals and refreshments.
- Prepare meeting agendas and packets of related information; record and edit the minutes of meetings and distribute to appropriate officials and staff members.
- Issue public notices of official government activities and meetings and prepare public records to be executed, recorded, archived, and distributed.
- Process bills, contracts, purchase orders, invoices and other payment-related transactions.
- Coordinate travel arrangements, prepare travel authorization requests and submit travel-related expense reports.
- Prepare reports, memos, letters and other documents from rough draft to final form including proofreading, editing, formatting and general clean-up.
- Prepare charts, graphs and presentations including the integration of media and digital images.
- Conduct research, compile data and summarize information using internet searches, database queries and literature searches.
- Assist in activities related to the budget, such as coordinating budget-related documents, preparing spreadsheets and submitting forms. .
- Handle incoming and outgoing mail.

OTHER FUNCTIONS

- Publish information to the internet including posting to departmental web pages;
- Write or edit newsletter articles in paper or electronic format;
- Assist with special events and community functions involving elected officials, agency representatives and members of the public.
- Perform other duties as assigned.

TOOLS AND TECHNOLOGY USED

The following are examples of tools and technology used to perform typical duties; this list is not exhaustive.

- Computers including desktops and laptops
- Personal digital assistants (PDA) or electronic organizers
- Scanners and copiers
- Multiline telephone systems and conference equipment
- Financial software such as a Financial Management System for processing requisitions and generating reports
- Database software
- Email
- Office suite software such as Microsoft Office, Word, Excel, Power Point

MINIMUM QUALIFICATIONS

Office Assistant: One year of general administrative support experience.

Administrative Assistant: Two years of general administrative support experience.

Executive Assistant: Four years of general administrative support experience.

Knowledge, Skills, and Abilities

Knowledge of:

- Administrative and clerical procedures and systems such as word processing, managing files and records, designing forms and other office procedures and terminology;
- Structure and content of the English language including the meaning and spelling of words, rules of composition and grammar;
- Basic math and mathematic operations;
- Principles and processes for providing customer services;
- Computer software including various applications used in an office setting;
- Town policies and practices related to the business functions of the department;
- Depending upon the position assigned, may require knowledge in personnel policies, legal office-keeping, law enforcement, public noticing, or other specific services provided by Town government.

Skill in:

- Establishing and maintaining effective working relationships with a variety of people including department managers, elected officials, employees, the public and volunteers;
- Effective written and oral communication including public speaking;
- Analyzing problems, evaluating options and making sound recommendations;
- Working effectively as part of a group;
- Prioritizing assignments/workload and responding to deadlines.

Ability to:

- Provide information to supervisors, co-workers and others by telephone, in written form, email or in person.
- Use computers and computer systems
- Perform day-to-day administrative tasks such as maintaining paper and electronic files.
- Gather information by observing, receiving and filtering various sources.
- Develop and maintain constructive and cooperative working relationships with others.
- Represent the organization to customers, the public and internal and external resources.
- Plan, organize and prioritize work.
- Enter, transcribe, record, store and maintain information in written and electronic form.
- Deal directly with the public, including receiving and assisting visitors.
- Process timekeeping and payroll reporting;
- Train, lead, direct, and/or supervise the work of others.

WORKING CONDITIONS / PHYSICAL REQUIREMENTS

Employees must be able to maintain physical condition necessary for sitting for prolonged periods of time; repetitively use fingers and/or wrists while twisting or applying pressure; maintain concentration and the capability to make sound decisions; maintain effective audio/visual discrimination and perception to the degree necessary for the successful completion of assigned duties.

WORK ENVIRONMENT: Employees work indoors in a computerized office environment, in direct contact with other Town personnel and the public.

Representation: <ul style="list-style-type: none">• T.E.A.• Confidential (see Employer-Employee Resolution for definition)	EEOC Category: Administrative	FLSA: Non-Exempt
History July 2011: Replaces Administrative Specialist, Public Works Specialist, Administrative Secretary, Secretary I, Secretary II, Secretary III, Office Clerk		