

Town of West Boylston

Job Description

Position Title:	Department Assistant	Hours Worked/Week:	19
Department:	Public Works	Reports to:	Director

DEFINITION

The Department Assistant provides clerical and administrative support to the Department of Public Works. Performs front-line customer service work and supports the activities of the Department, as required.

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.

- Handles complaints and inquiries both in person and via telephone or email.
- Processes invoices for payment, manages accounts receivable, and prepares payroll.
- Prepares meeting agendas, attending meetings, transcribing meeting minutes, and preparing for public hearings by placing proper notices and legal newspaper ads for Department.
- Obtains information for public notices and public records requests.
- Performs a wide range of clerical office support duties including word processing, filing, and copying documents.
- Assists in bid and budget preparation.
- Other duties as assigned and required within the scope of the responsibilities for the Department of Public Works.

SUPERVISION RECEIVED

Under general direction of the Director of Public Works, 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 supervisor.

SUPERVISION EXERCISED

The employee does not have any supervisory responsibility over any Town employees.

JUDGMENT

The work involves numerous standardized practices, procedures, or general instructions that govern the work and requires additional interpretation. 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 follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according

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to the nature of the transaction and/or the information involved, or sought, in a particular situation.

NATURE AND PURPOSE OF CONTACTS

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. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

CONFIDENTIALITY

Has access to some confidential information where the effect of any disclosure would probably be negligible or where the full significance would not be apparent in the work performed, and which, if disclosed, might adversely affect operations, create adverse public relations or otherwise be legally inappropriate.

EDUCATION AND EXPERIENCE

High School diploma or equivalent, 1 to 3 years of experience in a related field; or any equivalent combination of education, training and experience.

KNOWLEDGE, ABILITY, AND SKILLS

Position requires working knowledge of Department operations and organizational structure, ability to quickly gain a general knowledge of applicable Town Zoning Bylaws and General Bylaws. Thorough knowledge of office software including word processing and spreadsheet applications. Ability to manage multiple projects as assigned. Ability to complete assigned tasks during varying periods of interruption.

WORK ENVIRONMENT

The majority of work is performed in an office setting.

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 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 using a computer and reading documents for general understanding and analytical purposes.