

**TOWN OF EAST HADDAM**  
**PUBLIC WORKS ADMINISTRATIVE ASSISTANT**

Non-Exempt

**Position Purpose:**

Under general supervision, the Administrative Assistant for the Public Works Department is responsible for performing a wide variety of professional administrative duties in support of the activities and services of the Public Works Department which includes tasks such as creating and maintaining filing systems; receiving telephone calls and visitors in the office; correspondence; and logging, compiling and reporting data.

This position is typically the first point-of-contact in the Public Works Department. Employee must be able to work in a high stress environment and handle multiple priorities. Employee should have the ability to diffuse situations and must be able to always remain calm and courteous.

The Administrative Assistant performs a variety of confidential, difficult and highly complex duties with a relatively high level of independence. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research support functions. Employee is required to maintain a high level of confidentiality.

**Supervision:**

*Supervision Scope:* Performs a variety of administrative and technical responsibilities requiring knowledge of department standard operating procedures and the exercise of judgment and initiative to accomplish competent service delivery; works independently and in combination with others.

*Supervision Received:* Works under the general direction of the Public Works Director; follows professional standards, procedures and policies and state statutes where appropriate.

*Supervision Given:* None

**Job Environment:**

Administrative work is performed in a moderately noisy office with regular interruptions during the day and by phone from the public, salesman, or staff to deal with customer's or staff issues and problems.

This position requires someone that can work alone or in a group environment. Must be able to be a self-starter and able to multitask.

Requires the operation of telephones, computers, copiers, facsimile machines, and other standard office equipment.

Makes constant and periodic contact with other municipal departments and staff, contractors, vendors, engineers, architects, attorneys, regional and state agencies, and the general public; Communication is frequently in person, by telephone, fax, email, and in writing.

Errors in judgment or omissions could result in delay in service, monetary loss and or rework.

**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.)*

- Reception duties: Receives and greets all visitors including vendors, customers and other visitors having business with the department; assists, provides instructions or directs to other departments if appropriate.
- Phone duties: Provides telephone reception services to the public and/or staff; assists callers or routes to appropriate staff.
- Basic office duties: Performs basic office and clerical duties such as making copies, sending and receiving faxes; distributing faxes to appropriate staff/department, and obtaining signatures on documents as needed.
- Mail: Retrieves, opens, stamps, sorts, and distributes incoming, interoffice, and outgoing mail and packages including FedEx and UPS.
- Correspondence: Prepares various forms of correspondence, including letters, memos and electronic messages (e-mails); correspondence may be reviewed by Department Head; respond to general correspondence of a routine nature associated with departmental responsibilities; proofread correspondence materials and make corrections for grammar, spelling, punctuation, and general content.
- Filing: Organizes and maintains various filing systems including electronic and paper documents.
- Purchase Orders: Generates purchase orders, to include preparing requisitions and invoices; requesting forms for vendors; coordinating orders; receiving and reconciling shipments with purchase orders; maintaining vendor files.
- Scheduling: Coordinates and schedules appointments, meetings, training or reservations at the request of staff; prepares the location, photocopies materials and prepares agendas; arranges meetings and conferences.
- Inventory: Maintains electronic inventory of department/division supplies; ordering and maintaining supplies.
- Accounting: Prepayment and auditing functions which may include receiving payments, preparing invoices, processing expense reimbursements, forwarding invoices to accounting for payment, and preparing check requests.
- Confidential Assignments: Works with highly confidential information.
- Collects Employee Reports of Vehicle/Equipment/Property Damage, Employee Incident Reports, and Employee Injury Reports from Public Works team members.
- Attends and gives input at Town Safety Meetings.

- Manages department records retention and destruction; obtains permission from Secretary of State to destroy records.
- Receives and transmits two-way radio calls for the Public Works Department when applicable.
- Copies all letters for mass mailing, personnel files, Freedom of Information Act requests, and other documents as needed within the scope and function of the office.
- Updates department information on town website.
- Maintains and enters work order database information for material usage reports, billing statements monthly, quarterly, annually, or upon request.
- Manages town wide vehicle fleet maintenance and repairs accurately in database.
- Processes various department permits and applications and collects and records related fees for various permits/applications and submits fees to appropriate Town officials; reconciles fees received and prepares appropriate report; maintains records of permits and applications and prepares appropriate reports.
- Manages Department uniforms and works directly with Vendor to ensure uniforms are returned weekly to the staff.
- Must acquire proficiency in departmental knowledge and a general knowledge of other interfacing departments. Must have proficient knowledge of Microsoft Office including Outlook, Word and Excel. Should have experience in other programs such as Adobe Suite, GIS mapping and Microsoft Teams. Proficient use of town phone system to include voicemail.
- Manage and distribution of Transfer Station Permits
- Other duties as assigned

**Other Functions:**

- Continues professional development.
- Assists other department staff as needed to promote a team effort to serve the public.

**Minimum Required Qualifications:**

Education, Training and Experience:

Recommended qualifications required would generally be acquired with a High School Diploma and over 4 years of experience or associate's degree and over 2 years in business administration or related field; municipal experience, real estate, customer service and proficiency in computers and Microsoft office; or any equivalent combination of education, work experience and training.

Special Requirements: None

Knowledge, Ability and Skill:

*Knowledge:*

- General knowledge of: standard office procedures such as filing, typing, duplicating materials; answering telephones and taking/sending written or electronic-mail messages; distributing mail; telephone etiquette; correct English usage, grammar and punctuation; proper spelling of commonly used words; operation of computers and other office machines; Microsoft Office software; manual and computerized recordkeeping methods; basic math; reading skills sufficient to understand information and materials related to the assignment.
- Thorough knowledge of office management techniques and ability to practice effective communication techniques both orally and in writing including ability to coordinate a variety of resources in gathering information and independently answering inquiries.
- Basic knowledge of basic budgetary processes and procedures.
- Familiarity with the Freedom of Information Act (FOIA).
- Regulatory knowledge – Knowledge after training, of department functions, responsibilities, and organizational structure.

*Ability:*

- Ability to understand and comprehend the meaning of legal language of a variety of statutes and the administrative language of rules, regulations, and procedures, and to commit to recallable memory the primary factors of each that are pertinent to customers for obtaining permits and licenses, and the ability to answer questions around laws and ordinances.
- Ability to understand the Departments processes and procedures and explain it to others; ability to work independently and with others; ability to deal effectively with the public, regional agencies, persons needing assistance and staff; ability to prepare reports as assigned; ability to process large volumes of paperwork; ability to type with speed and accuracy and to develop and maintain records and files; ability to keep accurate and detailed records; ability to prioritize work assignments to meet established deadlines and ability to multitask; ability to be patient and courteous with customers; ability to utilize data processing applications as they relate to the functions of the office; ability to deal effectively and maintain working relationships with various groups; ability to follow written and oral instructions; ability to work as a team with others to accomplish a project; ability to administer policies and procedures and to be able to explain them.

*Skill:*

- Interpersonal skills – Ability to remain calm and professional under pressure and communicate verbally in a clear, concise and efficient manner. Ability to accept change by demonstrating a positive attitude when changes occur. Ability to communicate effectively with a wide variety of people with different socioeconomic status, educational levels, interests and emotional condition during the communicating and service needs that include occasional confrontational conditions and tensions in citizens. Ability to maintain a professional attitude and approach to communications. Ability to maintain excellent attendance and flexibility in scheduling.
- Organizational skills - Ability to work effectively in an open office environment with frequent interruptions and distractions, a moderate noise level, fluctuating workloads at a consistently high level, priority changes and schedule adjustments.
- Computer systems /software – Advanced skill level in Microsoft Office software applications including Word, Excel, Outlook, PowerPoint, Teams and savvy internet skills relevant to the position. Proficiency in Adobe and/or other specialized software strongly preferred.
- Quality of Work: Maintains high standards of accuracy and attention to detail in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all Town departments, co-workers and the public.

**Physical and Mental Requirements:**

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions	X			
Work in high, precarious places	X			
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles		X		
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			
Other-Fumes from Copiers		X		

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking			X	
Sitting				X

Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing or balancing		X		
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms			X	
Tasting or smelling	X			
Bending, pulling, pushing		X		
Other-moving from sitting position to counter			X	

#### Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

#### Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)		X		
Moderate noise (computer, light traffic)			X	
Loud Noise (heavy equipment/traffic)			X	
Very Loud (jack hammer work)	X			

#### Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*