

DEPARTMENT ASSISTANT

Definition

Skilled secretarial, clerical and record keeping work of more than ordinary difficulty in the maintenance and processing of financial records, accounts and transactions; work is of a participatory nature requiring thorough knowledge of departmental operations; all other related work as required.

Supervision

Works under the general supervision of the department head or supervisor, following department rules, regulations and policies, requiring the ability to plan and perform operations, and to independently complete assigned tasks according to a prescribed time schedule.

Performs varied and responsible bookkeeping, record keeping, and clerical and secretarial duties which require the application of prescribed procedures, but require independent interpretation and the exercise of initiative and judgment, particularly in situations not clearly defined by precedent or established procedures; work requires a thorough knowledge of departmental operations.

Job Environment

Work is performed under typical office conditions, with little exposure to occupational risks; may have some interruptions during the day from inquiries by the general public.

Operates computers, calculators, typewriters, copier, telephone and all other standard office equipment.

Makes frequent contacts with the general public, other Town departments and officials, outside agencies, and other governmental organizations; communication is by means of telephone, personal discussion, and correspondence; contacts require excellent customer service skills.

Errors could result in significant confusion and delay or loss of services and monetary loss.

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.)

Department Assistants may perform some or all of the *general functions* (below), as well as the functions specific to the departments to which they are assigned.

EXEMPT
4/27/00

Ayer, Massachusetts
Department Assistant

General Functions

Maintains moderately complex financial records; receives and records cash receipts; prepares reports; assists other clerks; answers inquiries on accounts and assists the general public; assists in filling out forms and applications; may issue permits, licenses and other documents; performs all general clerical and secretarial duties including, typing, filing, data entry, answering the phone, opening and delivering mail, note taking, transcription, etc. Processes appropriate information and forms to Town Accountant's office, Treasurer's office, and other Town departments; reconciles various accounts, payments and records.

Supplies information relating to policies, rules and regulations of the department; assists the general public with inquiries via personal discussion, telephone conversations, and by mail; completes information for the preparation of the departmental payroll; prepares invoices for processing; monitors expenditures and maintains associated records; maintains departmental employee records recording sick and vacation time; orders department office supplies; prepares preliminary data for department budget.

Assessing Department

Responds to numerous inquiries regarding assessments, taxes, ownership, etc.; supplies property data and information to the public; researches property records and updates all property records regularly. Processes all vehicle excise tax bills; edits excise commitments; issues abatements as requested by the board; codes and changes records as needed; records exemptions/abatements and issues certificates when granted. Checks all property transfers and deeds received from the Registry of Motor Vehicles; prepares sales reports. Records all new sub-divisions and assigns map and parcel numbers; keeps record of sub-divisions and new parcels. Prepares bill warrants and property/personal tax commitment reports. Prepares and processes warrants for the collection of property/personal taxes, excise taxes. Certifies abutters lists for Town boards; assists in the preparation of the recapitulation sheet, gathering and calculating information for the assessors. Responds to correspondence from lawyers, realtors, homeowners, and various state agencies regarding assessment information.

Public Works Department

Prepares and processes accounts payable for payment. Initiates, prepares and bills the industrial pre-treatment program (IPP), septage and backflow programs as required. Bills water meter installations and turn on/offs and all other associated fees. Processes departmental permits. Edits water accounts to make changes regarding ownership and/or billing address and prepares final billing as required. Answers questions regarding usage and history. Prepares reports on departmental programs and services as required. Responsible for back-up of the departmental water and sewer billing and receivables entry in absence of the Office Manager. Handles any customer or vendor inquiries.

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Police Department

Maintains all files of the police department, incident reports, arrest reports, accident reports, etc. Processes department payroll and invoices utilizing the computer system. Prepares and processes all detail work billing for the police department. Keeps records of all leave time for all police personnel. Performs record checks. Prepares all ID cards, pistol permits, dealer, permits, etc. Prepares necessary reports for the Registry of Motor Vehicles. Prepares medical forms when an officer is injured. Processes subpoenas, fingerprint cards, restraining orders, and motor vehicle citations, both civil and criminal. Secures and locks office, files and safe.

Ayer Small Cities Program

Utilizes computer to maintain financial records of the program by grant; balances monthly bank statements and accountant's revenue and expense reports. Processes accounts payable and prepares schedule of payments for placement on the warrant. Maintains applicant waiting list and start-up cases as needed. Prepares information requests and forwards income verifications as indicated. Maintains and updates case and contractor files. Prepares and mails bid invitations to program's registered contractors. Prepares case related documents, contract awards, Town/owner assistance agreements, construction contracts, property liens, etc. Maintains various checklists, status reports, and supporting documents.

Performs similar or related work as required or as situation dictates.

Recommended Minimum Qualifications**Education and Experience**

High school education including, or supplemented by, courses in office procedures, computers, bookkeeping and typing; two years of experience in clerical, bookkeeping or related field; experience in a municipal setting and in dealing with the public strongly preferred; or any equivalent combination of education and experience.

Knowledge, Ability and Skill

Knowledge. Thorough knowledge of departmental operations and functions. Working knowledge of the organizations and institutions relevant to the department's field of interest. Position requires the ability to comprehend the full scope of departmental activities and policies. Working knowledge of office procedures and bookkeeping principles. Thorough knowledge of arithmetic.

Ability. Ability to maintain accurate and detailed financial records. Ability to organize clerical and statistical records. Ability to maintain detailed and extensive records and to prepare reports from same. Ability to work effectively under time constraints to meet deadlines. Ability to deal tactfully and appropriately with the general public and town departments in an effective manner.

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Skill. Skill with typing and computers, particularly with financial and spreadsheet applications. Good communication and organizational skills. Skill in the operation of all of the above listed tools and equipment.

Physical Requirements

Minimal physical effort required in performing duties under typical office conditions. Ability to operate a keyboard and calculator at efficient speed and view computer screens for extended periods of time. Specific vision requirements include close vision and the ability to adjust focus. Ability to sit, stand, walk, and hear. May be required to stand for long periods of time, when assisting the public at the window/counter.

(This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.)

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