

ASSISTANT TO THE TOWN ADMINISTRATOR

Position Purpose:

The purpose of this position is to provide direct assistance to the Town Administrator using independent judgment and knowledge of all aspects of Ayer. The incumbent conducts highly responsible administrative duties of significant difficulty and is responsible for producing professional work products; performs all other related work as required.

Supervision:

Supervision Scope: Performs varied and responsible duties of a diverse nature, from routine to complex, requiring a high degree of motivation and initiative, use of independent judgment in decision making and thorough knowledge of departmental operations to complete tasks at hand, and to analyze the facts or circumstances surrounding individual problems in situations not clearly defined by precedent or established procedures.

Supervision Received: Works independently and sets own daily work plan; exercises independent judgment on day-to-day matters; only unusual situations are referred to the Town Administrator.

Supervision Given: Provides supervision to part-time assistants/interns/volunteers. Provides supervision to the Department Heads per instruction(s) from the Town Administrator.

Job Environment:

Work is performed in an office environment. Majority of work is performed in a moderately quiet work environment, with frequent interruptions.

Operates computer, calculator, telephone, copier, facsimile machine, and all other standard office equipment.

Makes frequent contact with the general public, other municipal departments, local and state officials and/or representatives from governmental agencies, vendors, and representatives of outside organizations. Contacts are primarily in person and by telephone, and involve discussing routine to complex issues and/or information. Contacts with the public require considerable patience and courtesy.

Has continual access to a large amount of confidential information resulting from work with the Town Administrator including personnel records, negotiating positions and litigation.

Errors could result in considerable confusion and delay, adverse public relations, and have financial and legal repercussions.

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.)

Organizes and manages the office of the Town Administrator and Board of Selectmen; disseminates correspondence, clarifies procedures for citizens regarding hearings, licenses, permits, procedures, policies, and complaints; assists and answers questions of public officials, department heads and staff.

Performs a wide variety of frequently highly sensitive and confidential executive level administrative duties as required for the daily operation of the Town Administrator's office. develops and recommends office procedures and systems; ensures smooth office operations.

Answers questions and furnishes information, in person, by telephone and electronically to the general public, the media and outside agencies concerning town policies, rules and regulations, and functions of town departments; receives complaints and responds to complaints appropriately; makes referrals as necessary.

Creates turnovers for the BOS, TA, ZBA, and Parking Clerk Departments. Assists in the preparation and planning of annual budgets.

Creates and maintains department files, including personnel, procurement and project files.

Maintains detailed and accurate records of all Board of Selectmen Meetings; prepares meeting minutes. Prepares and disseminates packages for Board meetings.

Responsible for posting of legal notices. Schedules Public Hearings.

Manages the printing of Town Meeting Warrants; prepares preliminary Town Warrants.

Works with Disabilities Commission; communicates information, provides assistance.

Drafts, types, logs, and files correspondence; records minutes of meetings; copies, collates, assembles, and binds various reports; composes routine correspondence, memoranda and notices; takes dictation; opens, sorts, prioritizes and routes mail.

Responsible for arranging the logistics for the Annual and Special Town Meetings.

Responsible for all licenses under the control of the Board of Selectmen (i.e., alcohol, common victualler, amusement, etc.) Maintains lists of licenses issued by the Board of Selectmen. Prepares new licenses annually; contacts license holders, collects fees, distributes licenses. Notifies appropriate State agencies of licenses issued.

Serves as the Town's Parking Clerk; processes all parking tickets; conducts hearings; responds to citizen complaints regarding parking tickets.

Serves as the Town's principal point of contact for Workers Compensation Claims and Issues. Responsible for recording and follow-up on all claims.

Provides the administrative support to the Zoning Board of Appeals including attendance at evening meetings/hearings; taking of official ZBA minutes; posting ZBA meeting agenda's; preparing ZBA meeting materials; and writing ZBA decisions. Interfaces with the public regarding all ZBA inquiries and matters.

Works on special projects at the direction of the Town Administrator. Performs similar or related work as required, directed or as situation dictates.

Represents the Town Administrator and/or Board of Selectmen (in Town Administrator's absence) in various official capacities and/or meetings.

Provides confidential support to the Town Administrator and Board of Selectmen during contract negotiations and other personnel matters.

Staffs working committees (i.e. Comprehensive Plan; Department Head; etc.)

Recommended Minimum Qualifications:

Education and Experience:

Associate's degree in related field desirable and at least five years of progressively responsible administrative experience within a municipal government office; or any equivalent combination of education and proven administrative experience.

Knowledge, Ability and Skill:

Knowledge: Good working knowledge of municipal government procedures, operations and functions; familiarity with pertinent state and local laws relating to departmental operations preferred. Knowledge of municipal government and the Commonwealth of Massachusetts helpful. Thorough knowledge of office procedures, practices and terminology necessary. Complete knowledge of the use of office and data processing equipment. Business arithmetic and basic knowledge of accounting techniques necessary.

Ability: Ability to maintain highly confidential information. Ability to organize time and prioritize to meet deadlines; must work independently and prioritize tasks. Ability to work with close attention to detail. Ability to deal effectively and tactfully with the public. Ability to compose correspondence and to prepare, type, and proofread reports as to form and logic flow. Ability to communicate effectively with the public, co-workers, other employees, departments, officials, and other agencies. Ability to maintain detailed budget accounts, financial records, and clerical records.

Skill: Superior administrative and secretarial skills. Expertise and skill in utilizing personal computers, popular word processing, database, and spreadsheet applications. Excellent customer service, organization, and written and oral communication skills. Skill in all of the above listed tools and equipment.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to work at a desk; regularly convey information to employees and the public; regularly move about inside the office to access file cabinets and office machinery; and traverse stairs. The employee must occasionally lift and/or move objects weighing up to 15 pounds, such as supplies, folders, and books. Ability to operate a keyboard and calculator at efficient speed and to view computer screens for extended periods of time. Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.

(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.)