**Position Title:** Administrative Assistant

**Department:** Health and Conservation

**Statement of Duties**

Position provides highly responsible clerical services to a town department, receives telephone calls and visitors, maintains filing systems, sets up meetings, schedules and coordinates appointments, and gathers, duplicates and distributes information as necessary.

**Essential Functions**

*The essential functions or duties listed below are intended only as illustration 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 work is similar; related or a logical assignment to the position.*

1. Maintain paper and electronic filing systems, including confidential personnel records, accounts, and contract files.
2. Receive and process inquiries and complaints received, resolving as necessary, or routing to appropriate personnel for resolution, and answer telephones and greet visitors to facility.
3. Assist other departmental staff in the performance of their duties as necessary.
4. Process multiple permits and collect revenue.
5. Answer and screen all calls to Board of Health and Conservation Commission; education, complaints, research and referrals
6. Prepare meeting packets for Board of Health; maintain all legal records; posting of meeting, meeting minutes, acts as back-up recording secretary for taking minutes as needed (evening availability required).
7. Handle to the extent possible, all foot traffic to the Health and Conservation Departments.
8. Prepares all correspondence and reports for Health Director.
9. Assists engineers, installers and public by providing information from files as necessary; performs extensive research, and interprets data from technical plans and blueprints.
10. Assists in coordination and staffing of Board of Health sponsored clinics and emergency preparedness training and drills.

**Supervision**

Employee works under the general direction of the department head, receiving very little instruction for daily responsibilities, general instruction (usually orally, sometimes written) for specific assignments, and occasionally specific instructions for a specific project. Employee has substantial responsibility for determining the sequence and timing of actions and substantial independence in planning and organizing administrative responsibilities and activities, including determining the work methods. Work performed is reviewed by keeping the supervisor informed of work progress, providing the supervisor with the information for final review/approval, and through an annual evaluation. Employee decides most methods and practices for completing work assignments, referring certain issues to supervisor in order to receive administrative feedback on critical issues.

The employee may have access to confidential departmental client and personnel records, dependent upon the departmental assignment.

The employee has no supervisory responsibility.

**Job Environment**

Position responsibilities require the employee to evaluate each work process and determine the appropriate response consistent with department rules and regulations, town policies, Town Bylaws, and applicable state laws, rules and regulations. Rules and regulations do not always provide a clear-cut response, employee must be aware of the language and the need for additional interpretation of these rules and regulations, and must exercise judgment to consult with their supervisor for advice. Responsibilities vary considerably but generally follow the requirements of various rules and regulations, with task responses varying according to each request for assistance.

**Recommended Minimum Qualifications**

**Education and Experience**

A candidate for this position should have a High School Diploma or equivalent and three (3) to five (5) years experience in an office setting dealing with the public, or an equivalent and relevant combination of education and experience.

The employee may have seldom to constant contact with the public in order to respond to resident inquiries or complaints or to schedule appointments. Other contacts include other town departments, and state or municipal agencies concerning complaints, scheduling meetings, or work responsibilities. Contacts are generally made in person, in writing, by radio, by facsimile or by telephone.

Errors may result in delay or loss of service, monetary loss, or legal repercussions if errors are made or the incorrect information is distributed.

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| **External and Internal applicants, as well as position incumbents who become disabled as defined under the American With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.** |