**Position Title:** Office Assistant - Golf

**Department:** Various

**Statement of Duties**

Position provides clerical and bookkeeping services to a town department, receives telephone calls and visitors, maintains filing systems, prepares reports, prepares a variety of correspondence, sets up meetings, schedules and coordinates appointments, and gathers, duplicates and distributes information as necessary.

**Essential Functions**

1. Prepare and process records, letters, forms, memoranda, meeting minutes, mail and correspondence.
2. Process golf course memberships, book tee times and work with hotels to secure tee times and process payments.
3. Perform routine clerical work e.g. answer phone, correspondence, questions etc.
4. Receive and process inquiries and complaints received, resolving as necessary, or routing to appropriate personnel for resolution, and answer telephones and greet customers.
5. May serve as Board secretary to town board, commission, or committee; agenda, post meetings, attends board meetings, takes and transcribes minutes of meetings, records minutes.
6. Maintain paper and electronic filing systems.
7. Assist other department head and other departmental staff in the performance of their duties, as necessary.
8. Receive inventory for golf pro shop, process, price, display and sell inventory in a retail setting.

**Supervision**

Employee works under the general supervision of the department head. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. The supervisor provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods and sets priorities. The employee refers unusual situations to the supervisor for advice and further instructions. The nature of some of the work is self-checking, for example, requiring accounts to balance before proceeding. It is common for some work to be performed during evening meetings.

The employee has no supervisory responsibilities.

**Job Environment**

The work consists of a variety of duties that generally follow standardized practices, procedures, regulations, or guidelines. The employee uses judgment to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation. The employees must be familiar with, and observe, applicable State and Federal Laws, Town By-laws, rules and regulations.

**Recommended Minimum Qualifications**

**Education and Experience**

A candidate for this position should have a High School Diploma or equivalent and one (1) to three (3) years of experience in an office setting dealing with the public, or an equivalent and relevant combination of education and experience.

**Knowledge Skills and Abilities**

A candidate for this position should have:

* Knowledge of the operations of town government,
* Knowledge of the basic principles of office management,
* The ability and skill to deal with the public tactfully and effectively,
* Ability to be flexible and to work well under pressure,
* Skills in basic math, bookkeeping, and accounting skills, and
* Skill in the use of personal computers, computer equipment, and office software programs.

**Tools and Equipment Used**

Equipment operated Includes office machines and computers.

**Physical Demands**

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.

The employee works in a quiet to moderately noisy office setting. The employee is required to stand, walk, or reach with hands and arms up to 1/3rd of the time; and to sit, talk or listen/hear and use hand more than 2/3rd of the time. The employee may occasionally lift up to 30 Ibs. The employee has normal vision requirements that would allow the employee to operate a personal computer.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

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.** |