



## **Administrative Assistant/Receptionist/Revenue Collection**

### **Statement of Duties**

Skilled, administrative, bookkeeping and clerical work to support the activities of the Town and the Town Administrator; answering questions and helping the public, recording revenue from various sources, and other related work as required. Works to anticipate meet and exceed customer service expectations in a positive and professional manner.

### **Supervision**

Works under the direct supervision of the Town Administrator. Generally establishes own work plan and priorities to complete routine work assignments. New or unusual assignments may require additional instruction and supervisory review.

Performs varied, responsible clerical and administrative duties, which require the frequent exercise of independent judgment and initiative. Must have a working knowledge of bookkeeping principles, revenue and billing, data processing techniques, and departmental operations with some guidance from supervisor.

### **Job Environment**

Most work is performed under typical office conditions. May be required to go to the Post Office or do other errands that involve driving on town business. Operates general office equipment, such as a personal computer, calculator, copier, facsimile machine and telephone. Makes regular contact with the general public, town employees, local officials, as well as officials of outside agencies. Contact is by telephone, in person, email, and correspondence and personal meetings. Has access to some confidential information, which must be kept confidential, as well as a responsibility to produce public records as required in the Right to Know law.

### **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.

Types correspondence, reports, applications, Excel spreadsheets, invoices, as well as official correspondence from the Town Administrator and other professional department staff.

Answers and screens in-coming telephone calls, clients and visitors; routes, responds to and keeps track of citizen concerns and complaints.



Attends the counter, answering inquiries and complaints of a routine nature; explains appropriate procedures, regulations or policies based on knowledge of office functions, programs or operations of the town.

Maintains logs and files of department records, maps, reports and correspondence.

Sells cemetery plots, provides deeds, records on spreadsheet lots that are sold, etc. while being empathetic to those in need of the plots.

Scans and electronically files records using Laser fiche.

Responsible for overseeing, reporting issues and coordinating maintenance for mail machine, copier and printer and ordering appropriate supplies.

Maintains detailed and accurate financial records pertaining to the operations of the department; may reconcile various department balances to business office according to standard office procedures; performs basic arithmetic computations to maintain record of reimbursements and fees collected.

Prepares and submits written reports to supervisor as required.

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

## **Recommended Minimum Qualifications**

### **Education and Experience**

High School Degree or equivalent; three to five years of responsible clerical/bookkeeping experience required or an equivalent combination of education and experience which provides the required knowledge, skills or ability required. Must have a valid Motor Vehicle license.

### **Knowledge, Ability and Skill**

**Knowledge:** Working knowledge of municipal bookkeeping and budgetary functions. Thorough knowledge of office practice and procedures. Thorough knowledge of office terminology, procedures and equipment. Working knowledge of Town government. Working knowledge of applicable office and financial software applications.

**Ability:** Ability to interact in a positive and effective manner with employees and the general public. Ability to communicate effectively, orally and in writing. Ability to use a personal computer and related office software as well as to take dictation in the preparation of office correspondence. Ability to operate a telephone and standard office equipment.



Ability to maintain detailed and accurate records and to execute oral and written instructions in a precise manner.

**Skill:** Excellent planning and organizational skills. Excellent employee relations and public relations skills and ability to handle multiple tasks. Good judgment and integrity. Proficient mathematical and bookkeeping skills.

### **Physical and Mental Requirements**

Minimal physical effort generally required in performing administrative, counseling duties. Position requires the ability to operate a keyboard and standard office equipment. Occasionally required to lift office equipment weighing no more than 30 pounds. The employee is frequently required to use hands to finger, handle or feel office equipment and to reach with hands and arms. The employee is frequently required to sit, talk and hear. Specific vision requirements include close vision, distance vision, and to adjust focus.

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