

## TOWN OF ROUND MOUNTAIN

### CLASS SPECIFICATION

### **Administrative Aide**

**FLSA Status:** Non-Exempt

**Last Revised:** April 9, 2021

**DEFINITION:** Under general supervision, provides a variety of routine to difficult administrative and office support to Town departments which may include receptionist duties, word processing, data entry, record keeping, filing, and billing; and performs related work as required.

**DISTINGUISHING CHARACTERISTICS:** Position is an entry level/trainee level job, and as such, performs general reception, support, and record maintenance duties at the direction of the supervisor. As experience is gained, incumbent works more independently within established guidelines. Positions are characterized by assignments which can be carried out by following clear guidelines and the availability of supervision in non-routine situations.

**ESSENTIAL FUNCTIONS:** *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions).*

1. Acts as receptionist; receives and screens visitors and telephone calls, and takes messages; greets people visiting the office; provides factual information regarding Town or department activities and functions which may require some interpretation of rules, policies and/or procedures.
2. Prepares correspondence, memos, forms, reports, and specialized documents related to the functions assigned from drafts, notes, figures, or brief instructions using a personal computer; may compose standard correspondence.
3. Checks materials for accuracy, completeness, compliance with departmental policies and applicable regulations, and correct English usage, including grammar, punctuation, and spelling.
4. Enters data into computer system or databases; edits, balances, and retrieves data and prepares periodic or special reports from computer systems following established formats and menus; may create reports, spreadsheets, and other formats using programmed software.
5. Prepares and updates a variety of records, forms, and reports which require the use of arithmetic calculations and consolidation of materials from several sources.

6. Maintains records and processes forms, such as billings for utility services, work orders, purchase requisitions, and other items specific to the department and its operations.
7. Establishes and maintains office files; researches and compiles information from files; purges files as required.
8. With direction, prepares packets for Town Board Meetings, attends and takes minutes for meetings, and prepares a summary of items discussed and action taken.
9. Performs other tasks specific to department operations such as preparing devices to read water meters and printing worksheets for meters to be read.
10. Operates standard office equipment, including personal or on-line computers, fax machines, copy machines, and telephones.
11. Opens and distributes mail, processes outgoing mail, prepares requisitions and vouchers, and performs other general office support services.
12. Runs errands such as making bank deposits, picking up reports, forms, and documents from other departments, organizational entities, etc.

#### **QUALIFICATIONS FOR EMPLOYMENT:**

***Knowledge, Skills, and Abilities: (KSAs are attributes required to perform a job; generally demonstrated through qualifying experience, education, or training.)***

##### *Knowledge of:*

- Modern office practices and procedures, including filing and the operation of standard office equipment;
- Basic elements of English usage, grammar, spelling, and punctuation;
- Basic record keeping and bookkeeping principles and practices.
- Principles of providing customer service to the public and to internal customers;
- Telephone and general reception procedures; and
- Computer software programs to include but not limited to word processing, spreadsheet applications, record keeping.

##### *Skill to:*

- Accurately type at a rate sufficient to perform assigned duties;
- Format basic correspondence and reports following instructions and procedural manuals; and

- Maintain accurate files and records.

*Ability to:*

- Perform a broad range of clerical tasks following guidelines and instructions with accuracy and speed;
- Operate standard office equipment, including a personal computer, cash register, calculator, copy machine, fax machine, and related equipment;
- Perform basic arithmetic calculations using a calculator;
- Organize and maintain accurate files and records;
- Provide quality customer service including the ability to respond to the public and others in a courteous and respectful manner;
- Provide factual information in person and over the phone consistent with the organization's policies, procedures, and guidelines; and
- Take minutes at meetings and prepare clear, accurate summaries of issues and action taken.

***Required Certifications and Licenses:***

Must possess and maintain a valid driver's license to cover operation of public work vehicles.

***Experience and Training:***

Any combination of training, education, and experience that would provide the required knowledge, skills, and abilities. A typical way to gain the required knowledge, skills, and abilities is:

One year of general office, secretarial, or administrative support work which frequently entailed the use of a computer to prepare memos, letters, documents and spreadsheets, create documents including graphics, proofread documents and maintain effective filing systems.

***Physical and Mental/Intellectual Requirements:***

The physical and mental/intellectual requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Strength, dexterity, and coordination to use keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references, and other materials. Some reaching for items above and below desk level. Some

reaching, bending, squatting, and stooping to access files and records is necessary. The ability to interact professionally, communicate effectively, and exchange information accurately with all internal and external customers. Ability to appropriately handle stress and interact with others, including supervisors, coworkers, clients, and customers. Regular and consistent punctuality and attendance. Light lifting (up to 25 pounds) is occasionally required.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the employer.

**Working Conditions:**

Work is performed under the following conditions:

Position functions indoors in an office type environment where most work is performed at a desk. Position may require occasional travel by car to carry out deliveries or pick up material. Working environment is generally clean with limited exposure to conditions such as dust, fumes, noise, or odors. Frequent interruptions to planned work activities occur.

***Employee's Acknowledgment:*** I acknowledge that I have read the above job description and have received a copy for my records.

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**Employee's Signature**

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**Date Signed**

The job description does not constitute an employment agreement between the Town and employee. It is subject to change at any time by the Town at its sole discretion.