



## Job Description

Assistant to Town Administrator

Developed 6/2012

**Title:** Assistant to Town Administrator

**Reports to:** Town Administrator

**FLSA Status:** Exempt

**Department:** Administration

**Summary:** Under minimum supervision, schedules appointments, gives information to callers, takes dictation, and otherwise relieves officials of clerical work. Position relieves the Town Administrator and other management staff of administrative tasks, compiles special reports, non-routine correspondence, and involves special project work.

### Essential Duties and Responsibilities:

- Conducts research, and compiles and types statistical reports.
- Reads and routes incoming mail. Locates and attaches appropriate file to correspondence to be answered by employer.
- Composes and types routine and special correspondence.
- Organizes and maintains file system, and files correspondence and other records.
- Answers and screens manager's telephone calls, and arranges conference calls.
- Coordinates manager's schedule and makes appointments.
- Greets scheduled visitors and conducts to appropriate area or person.
- Arranges and coordinates travel schedules and reservations.
- Orders and maintains IT supplies, and arranges for equipment maintenance.
- Assists with updating Town's website.
- Other duties as assigned.

### Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

- *Problem Solving* - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- *Project Management* - Coordinates projects.
- *Technical Skills* - Pursues training and development opportunities; Strives to continuously build knowledge and skills.
- *Customer Service* - Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

- *Interpersonal* - Maintains confidentiality; Remains open to others' ideas and tries new things.
- *Oral Communication* - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- *Team Work* - Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.
- *Written Communication* - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- *Quality Management* - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- *Organizational Support* - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.
- *Strategic Thinking* - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.
- *Adaptability* - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- *Attendance/Punctuality* - Is consistently at work and on time; Ensures work responsibilities are covered when absent.
- *Initiative* - Volunteers readily; Asks for and offers help when needed.
- *Innovation* - Displays original thinking and creativity; Generates suggestions for improving work; Develops innovative approaches and ideas.
- *Professionalism* - Reacts well under pressure; Accepts responsibility for own actions; Follows through on commitments.
- *Quality* - Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.
- *Quantity* - Completes work in timely manner.
- *Safety and Security* - Observes safety and security procedures.

### **Education/Experience:**

Associate's degree (A. A.) or equivalent from a two-year college or technical school with 2-3 years related experience and/or training; or equivalent combination of education and experience.

### **Language Ability:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **Math Ability:**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of Microsoft Office word processing software; Excel spreadsheet software; ASYST accounting software and Internet software.

**Certificates and Licenses:**

No certifications needed

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**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 individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**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 must occasionally lift and/or move up to 10 pounds. While performing the duties of this Job, the employee is regularly required to sit.