

TOWN OF TOPSFIELD
DATA CLERK TECHNICIAN
COUNCIL ON AGING
JOB DESCRIPTION

Position Purpose:

The purpose of this position is to perform responsible administrative, clerical and record keeping work of substantial difficulty and responsibility in assisting the Council on Aging Department; performs all other related work as required. FLSA Non-Exempt

Supervision:

Supervision Scope: Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of considerable judgment to independently complete assigned tasks and analyze the facts or circumstances surrounding individual problems in situations not clearly defined by precedent or established procedures.

Supervision Received: Works under the general direction of the Council on Aging Director; only unusual situations or questions are referred to supervisor.

Supervision Given: None.

Job Environment:

Work is performed under typical office conditions; the noise level is moderate at times. Operates a computer, facsimile machine, copier, typewriter, and other standard office equipment.

Makes frequent contacts with the general public, other town employees and departments and various service agencies. Contacts are in person, in writing, and by telephone and involve an information exchange dialogue.

Errors could cause confusion and delay of department services, have financial repercussions.

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.)

Responsible for revising and maintaining filing system; assists the Director in maintaining and updating Excel and Access spreadsheet files used to track COA program activities, and participation as well as membership files and mailing labels.

Performs various clerical duties, including filing, recordkeeping, phone, data processing, etc. Receives and logs calls and files material as received.

Responsible for COA resource information files.

Utilizes Microsoft Office and the COATS software program for data entry. Keeps track and inputs data for all activity such as,

Answers the phone and directs calls accordingly; reviews calls from the answer machine received overnight and addresses possible van assistance needed.

Assists with preparation and cleaning up after varied functions for the COA

Maintains reservations for COA programs, inputs data in the computer regarding meal attendance, calls received each day, payments received and all other data received on a daily basis.

Prepares monthly reports regarding transportation required, ridership in the van or bus, doctor's appointments, food shopping, and other events.

Interacts with fellow employees and the public and professionals in a courteous, helpful, respectful and amiable manner and be willing to lend assistance where needed.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education and Experience:

High school education with courses in office procedures and business practices; three years of progressively responsible office experience and experience in bookkeeping/accounting; or any equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of office procedures, practices and terminology. Complete knowledge of the use of office and data processing equipment. Basic knowledge of bookkeeping techniques. General knowledge of local government and its operations helpful.

Ability: Ability to deal with the public in a courteous and tactful manner. Ability to maintain multiple filing systems. Ability to attend to a number of details occurring simultaneously and do so with accuracy. Ability to communicate effectively with the public, coworkers, other employees, departments, officials, and other agencies. Ability to be patient with clients.

Skill: Skill in the use of computer technology, bookkeeping, and record keeping. Excellent customer service and public relations skills. Skills in operating above mentioned equipment.

Physical Requirements:

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.

Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files, and other common office objects. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed.

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

Approved September 2019

Town Administrator