

TOWN OF TOPSFIELD
SENIOR ADMINISTRATIVE ASSISTANT
HIGHWAY, WATER AND RECREATION DEPARTMENTS
JOB DESCRIPTION

Position Purpose:

The purpose of this position is to assist in coordinating all administrative functions of the highway, parks & cemeteries, water and recreation departments, including payroll, accounts payables and receivables. Performs all other related work as required.

Supervision:

Supervision scope: Performs varied and responsible duties requiring a thorough knowledge of all departmental functions and operations within related departments and the exercise of judgment and initiative in completing tasks; and particularly in situations not clearly defined by precedent or established procedures.

Supervision received: Works under the direction of the Superintendents of Water and Highway and the Recreation Director. Receives instructions and suggestions for areas of assigned responsibility and special projects. Refers only unusual cases to the Supervisor.

Supervision Given: May supervise part-time and temporary employees.

Job Environment:

Work is performed in a typical office environment with the majority of the work in a slightly noisy work environment, with constant interruptions.

Regularly operates office equipment, including but not limited to telephones, fax machines, computers, printers of all types, folding machines and envelope stuffers, copiers, and other standard office machines.

Interacts on a daily basis with the general public, employees, vendors, contractors, and other government officials. Contacts are in person, in writing, by email or by telephone and involve discussing routine and semi-complex information. Contacts with the public require courtesy and patience. Should act in a professional and courteous manner at all times.

Has access to department-level confidential information that requires the application of appropriate judgment, discretion, and professional office protocols.

Errors could result in considerable confusion and delay of service, as well as adverse relations with the public, and/or have legal repercussions. Errors with bookkeeping could result in financial loss and expose the Town to potential lawsuits.

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 logistical assignment to the position.)

Resolves routine customer service inquiries and complaints regarding water bill and water related issues, etc.; deals with the public by phone, in person, and in writing and issues permits. Works with vendors as it relates to accounts payable and billing questions.

Performs secretarial and clerical functions including answering telephones, updating files, opening and sorting mail, ordering office supplies, typing, computer data entry and answering requests for information; handles some department correspondence; attends Board meetings and takes minutes and issues minutes of meetings; creates and maintains files and records.

Assists in the preparation, coordination and distribution of contracts for goods or services; prepares all required advertising and legal notices; types a variety of documents which may include correspondence, reports, bills, warrants, vouchers, and forms; performs general office functions such as answering the phone, filling and photocopying; performs data entry work.

Assists in the scheduling and planning of recreation related activities including scheduling of sports fields, day camps, and other recreation activities.

Assists in maintaining cemetery records including plans, lot cards, and other records as required. Shall be the primary point of contact for the purchase of cemetery lots, funeral planning and information requests concerning burial records and lot locations.

Provides customer service and administrative functions related to trash and recycling. This includes but is not limited to answering phone calls, emails and in person questions or complaints. Will attempt to resolve complaints or issues received. Will also provide tickets, stickers, other trash related materials to customers and collect funds from customers for any trash related charges.

Performs bookkeeping functions; maintains moderately complex financial and accounting records and files relating to finances or payroll, and the processing of various departmental bills and payments; prepares water bills, submits commitments and abatements to the Town Collector, records payments as they are received by the Town Collector.

Maintains the department ledgers; operates computerized billing system; responsible for record keeping of petty cash expenditures; prepares bi-weekly payroll for each department; maintains and operates the Water Department's utility billing system; initiates collection of delinquent accounts; prepares lien requests for the Town Collector.

Processes the weekly accounts payable bill schedule for departments.

Prepares monthly reports required by the Town, State, and Federal authorities; participates in the budget process; creates spreadsheets as directed; provides financial information in spreadsheet format.

Assists and coordinates some departmental purchases.

Works on special projects; keeps abreast of changing office technologies.

Performs similar or related work as directed or required.

Recommended Minimum Qualifications:

Education, Training and Experience:

High school education required; Associates or Bachelor's Degree in business desired; five years of general secretarial/administrative/clerical experience; experience working in the construction/inspection field highly desirable; or any equivalent combination of education and experience. Proficiency in Microsoft Suite applications including Access, Word, Excel and Outlook.

Knowledge, Ability and Skill:

Knowledge: Good working knowledge of office practices and procedures, forms, and equipment. Working knowledge of computer systems and common software packages.

Ability: Ability to prepare, type, and proofread correspondence and reports as to form and logic flow. Ability to deal with the public in a courteous and tactful manner. Ability to work with little supervision. Aptitude and attention for details and accuracy.

Skill: Skill in typing and in the use of standard office machines. Skill in computer operations. Skill in accounting and record keeping.

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. The work requires lifting print and other materials, office equipment and supplies weighing up to 25 pounds and being able to carry a reasonable quantity of materials from places where they are stored to places where they may be used.

(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

Town Administrator