

**Town of Grafton, Massachusetts
Job Description**

Position Title:	Administrative Assistant	Grade Level:	I
Department	Select Board	Date:	October 25, 2021
Reports to:	Select Board/Town Administrator	FLSA Status	Non-Exempt

Statement of Duties: Employee is responsible for the provision of administrative and clerical support services for the Select Board. Employee is required to perform all similar or related duties.

Supervision Required: Under the general supervision of the Town Administrator and Select Board, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides instruction for new or unusual assignments. Unusual situations are referred to the supervisor for advice and further instructions. Supervisor reviews work to remain aware of progress, work methods, and technical accuracy. In many cases, the work is self-checking, for example, requiring accounts to balance before proceeding.

Supervisory Responsibility: The employee, as a regular part of the job, is not required to supervise any Town employees.

Confidentiality: In accordance with the State Public Records law, employee has regular access to confidential information on a department-wide basis including law suits and department records.

Accountability: Consequences of errors or poor judgment may include missed deadlines, monetary loss, legal repercussions and adverse public relations.

Judgment: Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Independent judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: Employee performs work in a municipal office setting subject to frequent interruptions. The employee is not regularly required to work beyond normal business hours.

Nature and Purpose of Relationships: Relationships are primarily with co-workers, committee members, and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with uncooperative or uninformed persons.

Occupational Risk: Duties of the job present little potential for injury to the employee.

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Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

1. Responsible for the preparation of agendas, appointments and necessary materials for the Select Board meetings and completes meeting minutes.
2. Prepares correspondence for the Select Board.
3. Must be available for evening meetings – at least three per month, sometimes more – for the purpose of creating minutes for the Select Board meetings.
4. Acts as a point of contact for the Select Board, answering phone calls and troubleshooting resident issues and complaints.
5. Receives researches and responds to inquiries and requests for information from the public; implements appropriate responses and solutions.
6. Provides information regarding requests pertaining to the Town’s rubbish collection program.
7. Schedules use of the Municipal Center conference rooms and gymnasium.
8. Assists all Town Committees in scheduling virtual and hybrid meetings on Zoom.
9. Prepares public hearing notices, legal notices and the provision of notifications to property abutters in conjunction with new and transfer license applications and other permitting in accordance with state law including but not limited to utility hearings, animal complaints and Chapter 61A issues.
10. Prepares and submits to the Select Board resolutions and citations issued by the Board.
11. Provides support to office staff as required.

Recommended Minimum Qualifications:

Education and Experience: Associate’s degree; three to five (3-5) years prior work experience preferably in a municipal government office setting; or an equivalent combination of education and experience.

Special Requirements: None required.

Knowledge, Abilities and Skill

Knowledge: Knowledge of office technology including but not limited to office software (word processing and spread sheet applications) and the Internet in support of department operations. Knowledge of accounts payable process. Knowledge of Town government operations and services. Knowledge of Select Board charter and statutory functions/responsibilities including licenses and town government operations.

Abilities: Ability to plan and prioritize work, perform multiple tasks, maintain confidentiality, work independently and be self motivated. Ability to deal effectively with disgruntled members of the public and to maintain highly sensitive and confidential information. Ability to manage multiple tasks in detailed, timely and effective manner as well as to receive directions from a variety of sources. Ability to take initiative in responding to various requests for information or in

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response to a wide range of issues impacting Town services.

Skills: Proficient customer service skills; proficient written and oral communication skills, and good common sense. Proficient word processing and spread sheet office software and personal computer keyboarding skills.

Physical and Mental 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 position's essential functions.

Physical Skills: Little or no physical demands are required to perform the essential functions of the position. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, kneeling, twisting, reaching with hands and arms, and standing. There may also be some occasional lifting of objects such as books, office equipment and computer paper.

Motor Skills: Position requires the application of basic motor skills for activities including but not limited to operating a personal computer, office equipment, word processing, pushing, pulling, or lifting office equipment, and the sorting of papers.

Visual Skills: Position requires the employee to constantly read documents, computer screens, and reports for understanding and analytical purposes. Employee is rarely required to determine color differences.