

## **Water/Sewer Administrative Assistant**

### **DEFINITION**

The Administrative Assistant is responsible for providing administrative and clerical support to the Water/Sewer Department.

### **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.*

- Answers phones, assists residents, responds to emails, photocopies, files, and handles correspondence for the Water/Sewer Department, as necessary;
- Assists with the preparation of meeting agendas;
- Assists with recording and maintaining meeting minutes for board meetings;
- Prepares and submits biweekly bills and payroll to the Town Accountant;
- Collects and processes all payments;
- Assists in the entry and generation of water/sewer bills;
- Schedules various field appointments for Water/Sewer operators;
- Prepares work orders;
- Opens, sorts, and organizes mail on a daily basis; and
- Assists the Superintendent and Office Manager with any administrative projects or tasks, as assigned.

### **SUPERVISION RECEIVED**

Under the general direction of the Superintendent, the employee plans and prioritizes the work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor.

### **JUDGMENT AND COMPLEXITY**

The work consists of a variety of duties which 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. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

### **NATURE AND PURPOSE OF CONTACTS**

Relationships are with co-workers, vendors, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations. The employee serves as a spokesperson of the organization in matters of substance or considerable importance,

including departmental practices, procedures, regulations or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

### **CONFIDENTIALITY**

Employee has access to some confidential and sensitive information in the performance of their duties

### **EDUCATION AND EXPERIENCE**

High School diploma or equivalent and 2 to 3 years of related experience; or any equivalent combination of education, training, certification, licensure and experience.

### **KNOWLEDGE, ABILITY, AND SKILLS**

Knowledge: Knowledge and experience with administrative principles and practices, computer programs and databases such as Microsoft Office, and office equipment used by the department.

Abilities: Ability to manage multiple tasks, meet deadlines, and pay careful attention to details despite interruptions. Ability to maintain harmonious working relationships, work independently, and maintain confidentiality. Ability to stay calm and deal tactfully, patiently, and appropriately with all clients.

Skills: Accurate record keeping, time-management, bookkeeping, organization, oral and written communication, planning, working as part of a team, having a positive attitude, and excellent interpersonal skills.

### **WORK ENVIRONMENT**

The majority of work is performed in an office setting.

### **PHYSICAL, MOTOR, AND VISUAL SKILLS**

#### **Physical Skills**

The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

#### **Motor Skills**

Duties require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

#### **Visual Skills**

Visual demands require routinely reading documents for general understanding and analytical purposes.