

**TOWN OF LEDGEVIEW
JOB DESCRIPTION
ADMINISTRATIVE ASSISTANT**

Position Title: Administrative Assistant

Classification: Full Time

Department: Administrative Services

Pay Type: Not-Exempt, Hourly

Reports to: Community Relations Specialist

Date: December 2021

GENERAL STATEMENT OF PURPOSE:

The Administrative Assistant applies strong attention to detail and a process minded approach to serving others. This role is a key point of interaction with the public. The role applies courtesy, attention to details and independent judgment to address questions and efficiently route issues to the appropriate personnel. Additionally, this role provides a variety of office support, report generation and record keeping – doing their part to contribute as a member of a highly motivated team.

ESSENTIAL JOB FUNCTIONS: The duties identified below are the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Other duties may be assigned that align with the summary of this position.

Over-arching. Provides first level support, as the primary point of contact, with the ability to interact effectively and courteously with the public.

Administrative and Office Support Related:

1. Provides day to day administrative support that results in the efficient operations of the Town.
2. Coordinates the flow of people and communication within the town office by screening and relaying calls and directing visitors to appropriate staff members.
3. Responds, with a mindset to timing and quality, to routine written and oral requests for information.
4. Accurately receives payments, issues receipts, and processes licenses, permits or other similar documents according to standards, policies, and timelines.
5. Accurately produces or enters information that includes:
 - a. Working from routine correspondence from written drafts, and
 - b. Ensuring data entry accuracy necessary to establish and maintain automated files, records, and other documents.

6. Maintains the organization of applicable office and department records, ensuring that the information is readily available.
7. Monitors office and facility equipment, and confers with staff, to ensure that inventory levels are proactively maintained and issues are addressed.
8. Daily maintains the timely flow of incoming materials by receiving, opening, and routine mail and other parcels.
9. Interacts telephonically and in person, with the public, to accurately answer inquiries regarding Community Center and Park Shelter Rental functions, events and reservations.
10. Coordinates the reservation schedule and use of the Community Center room including entering reservations, issuing keycards, providing tours, and maintaining rental checklist forms, so its use is maximized, and the room is properly maintained.
11. Provides administrative support and perspective, based on experiences with the public and internal staff, as input to special projects.

KNOWLEDGE, SKILLS AND ABILITIES. To perform this position successfully, an individual must demonstrate regular, predictable attendance and be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and skill required. The individual must be able to successfully pass background checks.

1. Perform duties independently, ethically, professionally, accurately, with considerable discretion in accordance with organizational objectives.
2. Emotional intelligence applied to meeting and dealing with the public.
3. Multiple techniques for handling stressful individual or group situations and interruptions.
4. Professional judgement related to the maintenance of confidential information.
5. Prioritization that enables effectively completing deadline-based work that on occasion, requires working beyond a normal 8:00 to 4:00 schedule.
6. Interpersonal communication effectiveness, both verbally and in writing, that establishes and maintains successful working relationships.
7. Knowledge of change advocacy that results in workplace innovation and positive change.
8. Valid Drivers' License.
9. Familiarity with the operation of a variety of office equipment.
10. Applied knowledge of standard work process integration and simplification.

MINIMUM EDUCATION AND EXPERIENCE

A combination of education and experience may be considered. A minimum of a high school degree, or equivalent is required. An Associate degree in a related field or an equivalent combination of experience is highly desired. Two to three years of directly comparable or related experience required.

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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The noise level in the work environment is usually quiet to moderate.