

DEPARTMENT SPECIALIST

Position Purpose:

The purpose of this position is to perform coordination and administrative support of considerable responsibility to the operations of the Department. Performs all other related work as required.

Supervision:

Supervision Scope: Performs varied and responsible duties requiring the exercise of judgment and initiative to carry out assignments independently, analyze situations and conditions, and determine appropriate course of action from department guidelines and policies.

Supervision Received: Work is performed under the general direction of the Department Director. Work is performed independently requesting assistance with unusual situations which do not have clear precedents.

Supervision Given: Occasional direction provided to temporary clerical staff or volunteers.

Job Environment:

A majority of work is performed under typical municipal office conditions; noise level is moderate.

Regularly operates computers and peripherals, telephone, copier, facsimile machine and other standard office equipment.

Makes frequent contacts with town employees, town officials, the general public, state/local agencies, vendors and department related groups. Contacts are in person, in writing, and by telephone and usually involve the provision of information of a technical or factual nature to the public or interested parties.

Performs varied and responsible departmental functions requiring independent judgment to ensure compliance with applicable laws, rules, regulations or compliance to departmental policies, procedures and methods.

Has access to some department related confidential information.

Employee may be required to work beyond normal business hours to address emergency situations or to attend evening meetings.

Errors could result in significant confusion and delay, loss of department services, possible adverse public relations and have financial/legal 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.)

Provides office support to the Department; fields telephone calls; prepares correspondence; processes mail; maintains the department calendar/schedule; prepares reports; maintains office supplies and files.

Performs a variety of clerical and recordkeeping duties including accounting, financial recordkeeping, billing, payroll and data entry.

Receives telephone calls and visitors; refers to appropriate party, as necessary.

Retrieves and sorts mail; answers inquiries; researches complaints and inquiries, as needed.

Maintains records and files.

Compiles information and prepares letters and annual report for review.

Orders office equipment and supplies as necessary; tracks purchase orders with inventory of supplies and equipment.

Schedules appointments; coordinates meetings and answer routine inquiries including public records requests.

Processes various permits associated with the department.

Coordinates various programs of the department.

Performs similar or related work as required.

Recommended Minimum Qualifications:**Education, Training and Experience:**

Associate's Degree in secretarial science or related field; one (1) to three (3) years related experience in office administration; or any equivalent combination of education, training and experience.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of office procedures, practices and terminology. Knowledge of state regulations and laws pertaining to the department. Knowledge of municipal finance. Knowledge of office equipment and the operation of computer software applications, particularly word processing, spreadsheet, database, email and internet. Strong knowledge and proficiency

with specialized municipal software, procedures and practices required for administration of financial management purchase order and fleet management systems.

Ability: Ability to communicate effectively verbally and in writing. Ability to maintain records and prioritize tasks. Ability to multi-task effectively and work within time lines. Ability to respond with tact and courtesy when dealing with the public. Ability to handle problems and emergencies effectively

Skill: Excellent customer service and interpersonal skills. Skill in operating computers and utilizing appropriate software applications. Excellent organizational, secretarial and office management skills. Skill in all of the above listed tools and 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.

The employee is required to: interact and communicate frequently and effectively with the public, government officials, other staff members and boards, and/or third parties transacting business with the Town; operate standard office equipment including computers and keyboards, at efficient speed; and move throughout the municipal office. The employee must occasionally lift and/or move up to 10 pounds.

(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.)