Administrative Assistant

Council on Aging

(Grade 3)

**Statement of Duties**

The Administrative Assistant is responsible for providing customer service and clerical support for the Council on Aging Department. Work includes providing information, assistance, and referral in person and on the phone, making appointments, maintaining schedules, and collecting and recording payments.

**Supervision**

Work is performed under the general supervision of the Council on Aging Director. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently, with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments. The employee is expected to refer unusual situations to the supervisor for further instruction. Reviews and checks of the employee’s work are applied to an extent sufficient to keep the supervisor aware of progress.

**Job Environment**

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

Errors could result in delay or loss of service, and/or adverse public relations.

The employee has frequent contact with the public in person, on the phone, and via computer. The purpose for contact is to give or receive information, respond to inquiries, schedule appointments, and make referrals. Employee also has contact with other town departments, and outside agencies and organizations to coordinate and perform work.

**Essential Duties**

*The statements contained in this job description reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties, as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.*

1. Provides information and assistance to the public in person, in writing, and on the phone; provides information and assistance, takes messages and makes referrals.
2. Schedules appointments for S.H.I.N.E. lawyers, tax consultant, Pedi-care, computer class sign-ups, bone density, cholesterol screening, opera programs, fuel assistance, and movie reservations; confirms appointments with facilitator accordingly.
3. Makes calls to remind clients of their appointments.
4. Prepares attendance sheets for each activity offered at the center.
5. Maintains an adequate inventory of forms and supplies used in the office.
6. Receives money for “to go” meals and process cash register receipts for those meals.
7. Prepares cash register receipts for the special “Meal site” meals.
8. Coordinates events, verifies attendance, collects and records payments, prepares receipts, records reservations.
9. Prepares correspondence and reports as required for the office manager.

**Recommended Minimum Qualifications:**

**Physical and Mental Requirements:**

Employee works in a typical office setting, and is required to talk/listen, use hands, and reach more than 2/3rd of the time; sit, stand and walk up to 2/3rd of the time; and stoop, kneel, and crouch up to 1/3rd of the time. Employee occasionally lifts up to 10 lbs., and seldom lifts up to 30 lbs. Normal vision is required for the position. Equipment used includes office equipment and computers.

**Education and Experience:**

Associates Degree equivalent, and two (2) year of office experience; municipal and customer service experience preferred; or an equivalent combination of education and experience.

**Knowledge, Skill and Ability:**

Knowledge: Office practices and procedures, familiarity with department regulations, policies and procedures.

*Skill:* Written and oral communication, computer skills (Microsoft Office) and have strong office administration, organization and planning skills.

*Ability:* Clearly and effectively communicate with others, maintain accurate records and prepare correspondence, maintain confidential information, and provide information and assistance to the public. Ability to work independently and prioritize tasks, ability to work effectively under time constraints, and strong desire and ability to provide excellent customer service to the public.

*(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.)*