

**TOWN OF DURHAM
JOB DESCRIPTION
ADMINISTRATIVE ASSISTANT**

Job Title:	Administrative Assistant	Classification:	Non-Exempt
Department:	Administration	Other:	
Reports To:	Town Manager	Supervisory:	None
Position Type:	Full-time (32 hrs. per week)		

GENERAL SUMMARY: The Administrative Assistant provides a wide range of administrative and clerical services in support of the operation of the Town, which includes assisting the Code Enforcement office and Public Works Department. This position will also assist in working directly with the public by providing services at the front counter, as needed. The employee is required to perform all similar or related duties.

ESSENTIAL JOB 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.

Code Enforcement Office

- Answer inquiries and complaints of a routine nature or refer to a higher level or to other offices; explains appropriate procedures, regulations or policies based on knowledge of office functions, program, or operations.
- Reviews applications or permits for completeness and accuracy and refers applications to appropriate staff for review.
- Maintains detailed and accurate department records, reports, and correspondence.
- Processes requests for routine information in accordance with department procedures.
- Assists in the preparation of official documents, such as the operating budget, and correspondence to ensure accuracy and compliance with local and state laws and policies.
- Maintains detailed and accurate department financial records pertaining to the operations of the department; may reconcile various department balances to business office according to standard office procedures; performs basic arithmetic computations to maintain record of fees collected.
- Types written reports as required; distributes department mail.
- Assists supervisor in scheduling inspections, activities, meetings, or events.
- Prepares meeting packets and legal ads for Zoning Board of Appeals.

Public Works

- Answers phones, emails, handling questions, complaints, etc.
- Composes and answers routine correspondence as assigned by the Director.
- Processes invoices and purchase orders and maintains records.
- Sorts and distributes incoming mail and processes outgoing mail.
- Enters data onto the computer for vehicle maintenance and other records.
- Orders and maintains all office supplies.
- Maintain all fuel records for the town and operates fuel management system software.
- Maintains all payroll records for the Public Works Department. May assist in preparing payroll as assigned by the Public Works Director.
- Assists with safety training information, as directed and assigned by the Public Works Director.
- Tracks capital project related cost information.

- Researches records and compiles data and information as requested.
- Works on independent projects as assigned by the Director.
- Maintains detailed and accurate department records, reports, and correspondence.
- Processes requests for routine information in accordance with department procedures.
- Assists in the preparation of official documents, such as the operating budget, and correspondence to ensure accuracy and compliance with local and state laws and policies.
- Types written reports and correspondence as requested
- Assists supervisor in scheduling various activities, meetings, or events.

Front Counter

- Assists citizens at the front counter; answer questions and provides information; deals courteously with the public, promotes a positive public services attitude; establishes and maintains effective work relationships with other employees

Other

- Provides basic administrative functions to the Town Manager
- Provides professional and courteous customer service to the public.
- Effectively and professionally, communicates and interacts with all members of staff, elected officials, vendors, governmental officials, and members of the public, in-person, via phone, and in written communications.
- Must get along with others in a professional manner
- Maintains regular, predictable, and reliable attendance
- Maintains excellent communication and fosters a collaborative working environment with all departments as well as with the public
- Places an emphasis on safety, efficiency, quality and productivity
- Follows all Town and Department policies
- Performs other related work as required

KNOWLEDGE/SKILLS

- Thorough knowledge of the correct use of English grammar – punctuation, and spelling
- Proficient business writing skills
- Excellent computer skills including Microsoft Word and Excel skills, and email communications
- Experience with or willing to learn Geographic Information Systems (GIS) applications.
- Experience in TRIO and other municipal software preferable
- Excellent organizational skills to manage a demanding workload
- Excellent customer service skills

ABILITY TO:

- Accurately maintain records
- Type with speed and accuracy and operate standard office equipment
- Quickly become familiar with new computer programs
- Use independent judgment, problem solve and collaborate in order to accomplish tasks
- Provide a high level of customer service to both internal and external customers
- Communicate professionally and effectively, both orally and in writing
- Establish and maintain effective working relationships with employees, vendors, the public, Town officials, and others
- Attend any required or recommended courses or training

MINIMUM REQUIREMENTS

Experience and Education/Training:

- Associate's degree in related discipline is preferred or an equivalent combination of experience, training, and education.
- Three (3) to five (5) years' experience in an administrative assistant role.

Licenses/Certifications:

- Maintain valid Driver's License

WORK ENVIRONMENT/PHYSICAL DEMANDS:

The work environment and physical demands described herein 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 limitations to perform the essential functions.

This job operates in a professional office environment and routinely uses standard office equipment such as computers, phones, photocopiers/scanners, filing cabinets, and fax machines.

While performing the duties of this job, the employee is regularly required to sit; use hands to handle or feel, talk, and hear. The employee is occasionally required to reach with hands and arms. The employee is occasionally required to stand, walk, kneel, climb, or crouch. The employee must occasionally lift and/or move up to 25 pounds. The employee is required to have close visual acuity to perform an activity such as preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.

The above statements are intended to describe the general nature, requirements, and level of work being performed by people assigned to do this job. The above is not intended to be an inclusive or exhaustive list of all responsibilities and duties required. Duties, responsibilities, and activities may change at any time with or without notice. The job description does not constitute an employment agreement between the employer and employee.

Employee Signature:

Date: