

City of Claremont, New Hampshire Position Description

Position Title: Office Assistant
Reports to: City Manager
Department: Executive/Policy
FLSA Status: Non - Exempt

Union/Merit: Union
Grade Level-Points: 2
Revised/Updated: 11/20/2019

Job Summary

Under general supervision and according to established policies and procedures performs work in the assessing office, human resources office, and assists in the City Manager's office as needed. Uses independent discretion and judgment in performing administrative tasks.

Office Assistant Essential Job Functions (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. 1. Receives telephone calls and visitors to the department. Screens all inquiries for determination of issues and/or questions; answers routine inquiries based on a thorough knowledge of department operations.
2. Maintain department's filing system, including perpetual filing to ensure that all files are in a secure file at all times.
3. Maintain department electronic records and generate reports, as directed by the department head.
- 4.
5. Works closely with outside counsel and city staff in the coordination and preparation of documents as necessary.
6. Coordinates and prepares letters, reports, charts, legal documents including basic motions, resolutions, agenda and other documents requiring special formatting or containing complex terminology. Composes routine correspondences under the general direction or on own initiative to expedite the processing and completion of work.
7. Reviews and analyzes legal documents to assist in preparation for various proceedings including but not limited to mediation, arbitration, litigation as well as non-litigation meetings and public hearings. Drafts routine notices and various other documents.
8. Performs assigned research tasks using all available resources. Enters and retrieves technical information from a computer, including legal databases, county records and various other databases in order to perform research, update records, processes transactions, and responds to requests for information.

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The duties listed above 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.

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9. Assists Legal/Policy in transcribing or typing from draft, reports, memoranda, policies, and special orders and directives. Assists Assessing with research, land use, deeds, deeds research and other assigned tasks. Sets up and maintains alphabetic and numeric files, including litigation files, so that documents can be filed and retrieved in an orderly fashion.
10. Operates standard office equipment such as photocopiers, fax machines, scanner, personal computer, typewriter, postage machine and dictating equipment.
11. Attends meetings on behalf of department staff; may take and transcribe minutes of meeting.
12. Follows the ethical requirements as set forth by the New Hampshire Supreme Court's Rules of Professional Conduct.
13. Performs other related duties as assigned.

Peripheral Duties

Perform the duties of subordinate personnel as needed.

Analyze and recommend improvements to equipment and facilities, as needed.

Participate in various committees as needed.

Desired Minimum Qualifications

Education and Experience:

Associates Degree or equivalent in paralegal (or Certified Legal Assistant) preferred, and, 3 - 5 years of progressively responsible administrative experience which includes interaction with high level officials and managers. or, any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

Necessary Knowledge, Skills and Abilities:

Knowledge of:

- Knowledge of legal principles and practices at a level normally acquired through formal paralegal training or its equivalent work experience.
- Modern office methods, procedures, equipment, business letter writing, and standard clerical techniques and word processors or computers.
- Techniques of effective time management.

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- Correct English usage, including superior writing skills as well as spelling, grammar, punctuation, and vocabulary.
- Record keeping, report preparation, filing methods and records management techniques.
- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.

Ability to:

Ability to organize and prioritize numerous tasks and complete them under time constraints

- Ability to concentrate and pay close attention to detail.
- Ability to proofread typed material for contextual, grammatical, typographical or spelling errors.
- Ability to travel to private and public buildings, locally and statewide, via private or public conveyance to assist in attending to City needs on legal matters.
- Ability to understand and explain legal procedures and processes;
- Ability to prepare, process, and maintain legal records, forms and documents;
- Ability to conduct research; compile and summarize materials, draft documents, prepare reports
- Ability to give and follow oral and written instructions
- Ability to keep matters confidential
- Ability to exert mental effort and concentration while organizing and maintaining multiple cases.
- Ability to read and interpret documents, write reports, correspondence, and procedure manuals.
- Demonstrated ability to communicate both orally and in writing.
- Make accurate arithmetic calculations.
- Maintain effective working relationships with department heads, employees, City Council and the public and to deal with service problems courteously and tactfully.

Skill in:

- Excellent communication and interpersonal skills as he or she will interact with a variety of people to include local and State officials, property owners, reporters, contractors, lawyers, title examiners, appraisers, etc. Furthermore, he or she will coordinate the efforts of a variety of project staff, contractors, and consultants.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.
- Typing complex documents containing numeric information or technical terminology.
- Using computers to create and manage files, records, spreadsheets and databases and to enter and retrieve information.
- Operating general office equipment and compiling, composing, and maintaining reports.
- Understanding and carrying out complex written and oral instructions.

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- The use of the tools and equipment listed below.
- Understanding of need for confidentiality related to assigned tasks.

Supervision Received

Works directly under the City Manager.

Supervision Exercised

None

Responsibility for Public Contact

Daily contact requiring courtesy, discretion, and sound judgment.

Licensing & Certification

Notary Public and/or Justice of the Peace. (May require)

Tools & Equipment Used

Personal computer including Microsoft Office software, accounting software, tape transcriber, telephone, typewriter, calculator, copy machine, and fax machine etc

Typical Work Surface(s): Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

Typical Controls & Equipment: Calculator, computer, printers, telephone, tape transcriber, typewriter, copy machine, fax machine, postage machine, folder/insertor etc.

Typical Work Environment: Inside: 97% Outside: 3%

Summary of Occupational Exposures: May be exposed to cleaning fluids, copier toner, etc. Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.

The incumbent's working conditions are typically quiet.

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Physical Activity Requirements

Primary Physical Requirements

<u>LIFT up to 10 lbs.:</u>	Frequently required
<u>LIFT 11 to 25 lbs.:</u>	Occasionally required
<u>LIFT 26 to 50 lbs.:</u>	Rarely required
<u>LIFT over 50 lbs.:</u>	Not required

<u>CARRY up to 10 lbs.:</u>	Occasionally required
<u>CARRY 11 to 25 lbs.:</u>	Occasionally required
<u>CARRY 26 to 50 lbs.:</u>	Occasionally required
<u>CARRY over 50 lbs.:</u>	Rarely required

<u>REACH above shoulder height:</u>	Occasionally required
<u>REACH at shoulder height:</u>	Occasionally required
<u>REACH below shoulder height:</u>	Occasionally required
<u>PUSH/PULL:</u>	Occasionally required

Other Physical Considerations

<u>Twisting:</u>	Occasionally required
<u>Bending:</u>	Occasionally required
<u>Crawling:</u>	Rarely required
<u>Squatting:</u>	Occasionally required
<u>Kneeling:</u>	Occasionally required
<u>Crouching:</u>	Occasionally required
<u>Climbing:</u>	Rarely required
<u>Balancing:</u>	Rarely required
<u>Grasping:</u>	Frequently required
<u>Handling:</u>	Frequently required
<u>Torquing:</u>	Occasionally required
<u>Fingering:</u>	Frequently required

During an 8-hour Day, Employee is Typically Required To:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

Cognitive and Sensory Requirements:

- Talking: Necessary for communicating with others.
- Hearing: Necessary for taking instructions and information.
- Sight: Necessary for performing job effectively and correctly.
- Tasting & Smelling: Not required for the performance of the functions of this position.

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