

City of Claremont, New Hampshire Position Description

Position Title: Planning & Development
Administrative Assistant
Reports to: Planning & Development Director
Department: Planning & Development

FLSA Status: Non - Exempt
Union/Merit: AFSME Union - Clerical
Grade Level-Points: Level II
Revised/Updated: 02/13/2018

Job Summary

Performs important administrative work involving operations of the department. Uses independent discretion and judgment in coordinating the administrative operations of the Department. Relieves Department Head of administrative details by composing correspondence on own initiative, scheduling appointments and meetings, responding to requests for information and assistance, resolving problems and complaints, and handling telephone calls. Handles confidential and/or sensitive information requiring the use of discretion and tact. Serves as administrative assistant to the Planning & Development Director. Tasks may be general from the three core areas of the department, City Planning, or Economic Development.

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. Formats and types letters, reports, charts and other documents requiring special formatting.
2. Composes routine correspondences under the general direction or on own initiative to expedite the processing and completion of work.
3. Processes incoming and outgoing mail.
4. Answers the telephone and interacts with the public to respond to inquiries, receive complaints and handle applications.
5. Works closely with Department Head and other city staff in the coordination and preparation of documents as necessary.
6. Coordinates and prepares letters, reports, charts, and other documents requiring special formatting or containing complex terminology.
7. Enters and retrieves technical information from a computer in order to perform research, update records, processes transactions, and responds to requests for information.
8. Resolves problems and issues whenever possible to save the Department Head time; interacts with staff, elected officials and the general public, either in person or by telephone in order to respond to inquiries, receive complaints, and resolve problems.

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9. Schedules and confirms appointments, meetings, or reservations, and maintains Department Head's appointment calendar to ensure effective time management.
10. Facilitates the exchange of information between the Department Head and others and requested or needed.
11. Composes correspondence on own initiative or under general direction to expedite the processing and completion of work.
12. Maintains administrative files related to the Department.
13. Assists Department in transcribing or typing from draft, reports, memoranda, policies, and special orders and directives.
14. Performs a variety of administrative and clerical tasks associated with the operation of the department including; orders supplies and equipment for the office by preparing requisitions and purchase orders, and interacting with vendors regarding specifications and availability of supplies and equipment.
15. Collects fees; enters and posts on computer ledger; and completes deposit slips.
16. Sets up and maintains alphabetic and numeric files so that documents can be filed and retrieved in an orderly fashion.
17. Attends meetings on behalf of department staff; may take and transcribe minutes of meeting.
18. Processes departmental mail, opens, sorts, and distributes to appropriate individual, or develops a response as appropriate.
19. May maintain time and attendance records.
20. 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.

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Desired Minimum Qualifications

Education and Experience:

High school degree or equivalent 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:

- Administrative policies and procedures related to the administration of the Department.
- Budgetary principles and practices.
- Technical financial terminology.
- Modern office methods, procedures, equipment, business letter writing, and standard clerical techniques.
- Word processors or computers.
- Techniques of effective time management.
- Correct English usage, including 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:

- Handle situations in which others may be angry or argumentative.
- Establish and maintain effective working relationships with others.
- Attend night meetings or hearings, when required.
- Read and interpret documents.
- Write reports, correspondence, and procedure manuals.
- Demonstrated ability to communicate both orally and in writing.
- Maintain electronic and written records and prepare reports and to document any and all information pertaining to the activities and responsibilities of the position.
- 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:

- 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.

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- 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.
- Compiling, composing, and maintaining reports.
- Understanding and carrying out complex written and oral instructions.
- The use of the tools and equipment listed below.

Supervision Received

Works directly under the Director of Planning & Development

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: 99% Outside: 1%

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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.

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

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Cognitive and Sensory Requirements:

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

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