

## TOWN OF STOUGHTON

### EXECUTIVE ASSISTANT TO TOWN MANAGER

Department:	Town Manager	Date:	September 2023
Reports to:	Town Manager	Hours Worked:	35
FLSA Status:	Exempt/Confidential		

**Statement of Duties:** To provide responsible and confidential administrative support to the Town Manager and senior staff requiring a high degree of decision making and knowledge of Town government; to administer and coordinate workers compensation, injured in line of duty and liability insurance; to provide to provide information and respond to questions from the public.

#### **Supervision**

- Works under direct supervision of the Town Manager.
- While an employee receives work instructions on the job, employee exercises independent judgment and initiative in the coordination of the work

#### **Job Environment**

- Work is performed primarily mainly in the Town Hall.
- Adhere to the highest degree of professional standards and strict confidentiality in matters that require discretion
- Errors in judgment could result in monetary loss, reduced levels of service, delay in the provision of services and could have legal and/or financial repercussions for the town.

#### **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.*

- Performs executive secretarial and administrative duties to the Town Manager's office;
- Coordinates office activities, travel arrangements, and appointment schedules;
- Screens Town Manager's mail, phone calls and appointments ascertaining urgency of the issue, and when appropriate routing to the senior staff for response and follow-up;
- Maintains meetings, special events, and conference calendars;
- Provide general support, copying, faxing, and scanning to Town Manager;
- Drafts correspondence; maintains files, records, and confidential records;
- Independently responds to letters and general correspondence of a routine nature;
- Coordinates the preparation and presentation of preliminary and final Town Report;
- Coordinates vehicle registration and renewals;
- Act as Liaison for insurance claims processing, insurance receivables and reports.
- Reviews and administers insurance claims made against the Town;
- Processes Town vehicle and property repair bills;
- Obtains and coordinates documents such as scene inspections, witness statements, estimates and appraisals;

- Responds to questions and concerns by departments regarding damages, insurance, safety, and claims.
- Communicates with attorneys, doctors, and other interested parties, as necessary, regarding insurance claim related matters
- Ensures HIPAA compliance for email documentation.
- Coordinates with the Town's insurance broker regarding coverage;
- Coordinates Safety Committee on accident programs;
- Provides claim data and reports for analysis;
- Evaluate contractor applications and supporting documents to determine completeness;
- Maintain contact with applicants that have deficiencies;
- Coordinate delivery and pick up of contractor permits;
- Assist in preparation and presentation of preliminary and final department budget;
- Monitor the annual operating budget to department purchasing;
- Reconcile purchasing to appropriation and source of funding;
- Provide various reports as required by management (daily, weekly, monthly, etc.);
- Maintain minutes and records of all meetings;
- Perform other duties as assigned

### **Recommended Minimum Qualifications**

#### **Education and Experience**

- Associates Degree in business, math, statistics, or accounting;
- 2 years post-high school training in business, secretarial science, or related field with a High School Degree or equivalent required;
- Minimum of three years of experience in general bookkeeping, administrative, and clerical work; municipal experience preferred.

#### **Knowledge, Ability, and Skill**

##### **Knowledge:**

- Excellent word processing and spreadsheet skills required.
- Basic bookkeeping knowledge
- Extensive knowledge of Town government structure, procedures, and operations;
- Extensive knowledge of modern office methods, procedures, equipment, and software;

##### **Ability:**

- Ability to interact in a positive and effective manner with citizens, employees, and the general public;
- Ability to compose correspondence and to prepare, type, and proofread reports;
- Ability to communicate effectively, both orally and in writing;
- Ability to organize and reference a wide variety of administrative information and records;
- Ability to coordinate events in a highly sensitive environment;
- Ability to explain pertinent laws, procedures, and rules;
- Ability to operate and use a variety of modern office equipment;

##### **Skill:**

- Excellent organization skills;
- Excellent written and oral communication skills;
- Excellent bookkeeping and basic mathematic skills;
- Excellent secretarial and administrative support skills;

- Excellent public relations skills and skill to handle multiple tasks;

**Physical and Mental Requirements**

- Physical demands may require occasional lifting of objects up to 50 pounds.
- Minimum to moderate physical activity required
- Must be able to hear normal sounds and communicate orally.

*This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*

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- Notary Public and Commissioner to Qualify – Give Oath and work with Sec’y of State on final appointment of Applicants.
- Compile Union Contracts and work with Counsel to finalize Contract. Work with Union and Counsel on any discrepancies and finalize for signatures and distribution.
- Department of Criminal Justice Information Service CORI Authorized Rep.
- Municipal Hearings Officer.
- Administrator of Town’s Workers Compensation and 111F and provide support to employees.
- Maintains and posts to Town Manager web page/general page news announcements and emergency alerts.
- Administrator for MIIA Training/MIIA Rewards.
- Handles and processes notice of claims and legal actions against the Town.
- Supervise and communicate with Secretarial staff on minute review and corrections.

**TOWN OF STOUGHTON**  
**PROGRAM ADMINISTRATOR I – SELECT BOARD/TOWN MANAGER**

Department:	Select Board/Town Manager	Dated:	September 2023
Reports to:	Town Manager	Hours Worked:	35
FLSA Status:	Non-Exempt		

**Statement of Duties**

Provides administrative, basic bookkeeping, secretarial, and clerical support to department staff; provides administrative support in the keeping and maintenance of official municipal records and files; all other related work as required.

**Supervision**

Works under the close supervision of the Department Head or senior grade employee.

**Job Environment**

- Work is performed under typical office conditions, with continuous interruptions from the general public; may be required to work outside of normal business hours. In addition, may be required to work on weekends.
- Operates a computer and general office equipment, such as a calculator, copier, facsimile machine, and telephone.
- Makes frequent contact with other town departments; makes constant contact with the general public. Contacts are by phone, correspondence, and in person. Has access to department information and files, may have access to confidential information such as bid proposals, reports and personal information regarding citizens receiving services from the department.
- Errors in application of established departmental procedures could result in monetary loss, reduced levels of service, confusion and delay in the provision of services and could have legal and/or financial repercussions for the town.

**Essential Functions**

*The essential functions or duties listed below are intended only as illustration 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.*

- Performs routine clerical and administrative support in answering phones, receiving the public, providing customer assistance, cashiering, data processing, and bookkeeping.
- Answers in-coming calls and routes callers or provides information as required.
- Receives, stamps, and distributes incoming mail, processes outgoing mail.
- Reviews forms, lists, documents, correspondence and/or applications for accuracy and completeness.
- Maintains a daily cash balance; balances cash on hand against receipts; prepares and balances deposits; makes a listing of deposits by accounts; examines receipts for accuracy and completeness; brings deposit to Treasurer's Office. (only applies to receiving checks from Verizon and Comcast)

- Inputs data to standard office and department forms; makes simple postings to accounts; compiles data for various reports.
- Maintains filing systems, control records and indexes using moderate independent judgment.
- Performs other administrative and clerical duties.
- Plans, coordinates, and schedules meetings and events.
- Performs similar or related work, as required, or as situation dictates.
- Assists Finance Committee with agenda and minutes and uploads them to the Town website.
- Assists Finance Committee with mailings and reports, as needed.

### **Specialized Functions**

- Frequent contact with Select Board Chair and other town Boards and Committee members
- Provides day support to various Boards and Committees (Select Board & SEOC)
  - Create agendas
  - Create minutes for SEOC
  - Maintain webpages with up to date information, agenda, minutes (Select Board & SEOC)
- Creates agenda via Google Docs, share with Select Board Chair and Town Manager
- Prepare Select Board agenda packets (compile back up information - both electronic and hard copies) per Board preference - distribute to Select Board members
- Notify SMAC of meetings at least 48 hours in advance
- Create public hearing advertisements for applicants and send to newspapers
- Issue Town of Stoughton licenses when approved by Select Board & ABCC
- Assists with preparation of Town Meeting Warrant and Annual Report

### **Recommended Qualifications**

#### **Minimum Education and Experience**

- High school diploma or equivalent plus at least four (4) years' experience in office setting; or an equivalent combination of education and experience.
- Must be proficient with Microsoft Office, Google docs and calendar

#### **Preferred Education and Experience**

- Associates degree or higher degree with a major in business administration, business management or public administration experience.
- Experience in a municipal setting and in dealing with the public, strongly preferred.
- Experience with MUNIS software preferred.

## **Knowledge, Ability and Skill**

### **Knowledge:**

- Thorough working knowledge of office procedures and practices.
- Working knowledge of Municipal Government Operations.

### **Ability:**

- Ability to multi-task and prioritize.
- Ability to assist customers of diverse backgrounds.
- Ability to communicate effectively in written and oral form.
- Ability to prepare documents and reports accurately.
- Ability to use proper grammar, punctuation and spelling.
- Ability to write concisely, express thoughts clearly and develop ideas in a logical sequence.
- Ability to follow guidelines and procedures.
- Ability to maintain complex record keeping systems.
- Ability to prepare financial records.
- Ability to operate a computer, a telephone and standard office equipment.
- Ability to work with highly confidential information.
- Ability to establish and maintain effective and harmonious working relationships with town officials, town employees, and the general public.

### **Skill:**

- Excellent customer service skills.
- Skill in operating computers including Microsoft Office & Munis, menu driven database updating and reporting, basic spreadsheet applications, internet research and email, and updating Select Board website
- Superior organizational skills.

## **Physical and Mental 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.*

- Minimal physical effort generally required in performing duties under typical office conditions.
- Position requires the ability to operate a keyboard and standard office equipment at efficient speed.
- The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms. The employee is frequently required to sit, talk and hear.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision requirements include close vision, distance vision, and the ability to adjust focus.

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