



# Town of Ridgway

## Job Description

<b>Title:</b>	Administrative Assistant	<b>Code:</b>	
<b>Division:</b>	Administrative Services	<b>Effective Date:</b>	01/2016
<b>Department:</b>	Town Clerk	<b>Last Revised:</b>	02/2022

### GENERAL PURPOSE

Performs a variety of **administrative support and complex clerical duties** assisting to expedite day-to-day operations and services of the town, including but not limited to secretarial duties, records management, depreciation scheduling, meeting minutes, special events and miscellaneous projects.

### SUPERVISION RECEIVED

Works under the general supervision of the Town Clerk and Town Manager.

### SUPERVISION EXERCISED

None.

### ESSENTIAL FUNCTIONS

**Administrative Support:** Provides administrative support to the Town Clerk and Town Manager, and other departments as directed. Performs secretarial duties; prepares correspondence, memos and related communications; transcribes letters, memos, etc.; composes communications, reports, charts, graphs as requested. Types various reports and documents; reviews content for accuracy and completeness; makes grammatical and technical changes to content as needed; conducts special projects, performs routine research and gathers data as needed to compile or complete reports; receipts, logs, tracks, scans, electronic documents; prepares updates to internal manuals.

Performs data entry such as spreadsheet and database applications; uses word processor to compose, type and edit miscellaneous forms and correspondence; compiles statistics and related information; coordinates and tracks information for various departments; assists with organizational outreach projects; records and tracks documents; assists with publications, newsletters and community outreach efforts.

Maintains calendar; schedules and coordinates meetings and appointments; follows up on appointment schedules as needed to verify appointment and meeting commitments; maintains various filing systems and assists with overall office organization.

Assists the Town Clerk with a variety of duties as requested, including but not limited to, elections, records management, codification, various meeting and event arrangements, town sponsored events (including those held on weekends and nights), risk management, inventories, processing insurance claims, application and license tracking, public noticing and report preparation.

Performs duties, when necessary, to cover for the absences of other employees; assists other departments; works on projects as deemed necessary by the Town Clerk or Town Manager.

Responsible for tracking and inventorying all town equipment, and preparing and maintaining an organizational depreciation schedule.

Assists applicants with use of public facilities, parks and rights-of-ways, including by acting as a liaison between applicants and other town departments; issues permits and receives and receipts funds; bills applicants for charges incurred and tracks, receives and receipts funds.

**General Office Duties:** Responsible for copying, faxing, scanning and word processing as requested.

Queries callers to identify needed assistance, determines appropriate department or office, and directs calls accordingly; responds to requests for information and provides factual information related to town services, programs, general policies, practices and procedures; provides walk-in patrons with requested forms, publications and other informational materials; directs walk-in clients and visitors to proper office locations; apprises staff of appointment arrivals.

Responsible for maintaining front entrance lobby; updates materials displayed to the public; removes old notices, archives old newspapers, and removes "commercial" notices from Town Hall hallway bulletin board.

Maintains schedule which tracks the use of public facilities; posts scheduling requests by Town staff for conference and meeting rooms; processes public facility use requests from the general public, non-profit organizations, civic organizations, committees, commissions, etc.

Receives and distributes incoming mail; processes outgoing mail; prepares and stuffs envelopes; determines postage amounts and readies for mailing; assists with mass mailings.

Monitors general status of office supplies; prepares orders and procures supplies as needed; monitors order status and reviews order upon delivery; tracks and maintains inventory of office and other supplies; maintains office equipment.

**Records Management:** Assists in maintenance of the organizational functional filing system including filing, tracking, categorizing, and archiving of public documents, including records, reports, plats and maps; prepares files and binders; updates retention and destruction schedules; assists in the coordination of public information requests; maintains permanent record books; preserves, categorizes and logs records and files with historical significance; scans records and documents for permanent retention.

**Customer Service:** Greets individuals in person and over the phone and directs them to the appropriate individual or department; provides accurate and impartial information to the public.

**Other:** Performs related duties as required.

#### MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Graduation from high school, plus training sufficient to demonstrate an aptitude or ability to perform above and related duties;
- AND
- B. Four (4) years of work experience performing above or related duties.
- OR
- C. An equivalent combination of education and experience.
- D. Local government experience preferred.

2. Required Knowledge, Skills, and Abilities:

**Working knowledge of:** grammar, spelling and punctuation; modern filing systems related to alphabetical and numeric files; personal computer operations and various program applications related to word processing, spreadsheet, and databases, etc., including Excel, Word; telephone etiquette; various office machines, i.e., ten key, copy machine, fax machine, etc.; modern office practices and procedures; administrative procedures; interpersonal communication skills; bookkeeping and basic accounting.

**Skill in** the operation of necessary computer programs including Microsoft Word, Excel, Outlook, PowerPoint; skill in customer service and public relations.

**Ability to** maintain strict confidentiality related to sensitive administrative information; meet deadlines; exercise initiative, independent judgment and to act resourcefully under varying conditions; work independently with minimal supervision; communicate effectively verbally and in writing; learn methods and regulations related to various permit requirements; establish and maintain effective working relationships with fellow employees, elected officials and other agencies of the public; mediate differences between applicants, citizens and government officials; perform general bookkeeping; establish and maintain comprehensive records and files.

3. Special Qualifications:

Must work flexible hours, including some evenings and weekends. Must be, or become, a certified notary public.

4. Work Environment:

Workers in the position perform in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking.

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I \_\_\_\_\_ have reviewed the above job description. Date \_\_\_\_\_  
**(Employee)**