

TOWN OF CANTON

TITLE: Admin. Assistant to the Senior / Social Services Director **CLASS:** hourly / non-union

DEPARTMENT: Senior / Social Services

DATE : October 2021

POSITION DESCRIPTION

Serves as the principal administrative aid to the Senior / Social Services Director. Under the direction and supervision of the Senior / Social Services Director, the Administrative Assistant performs, coordinates and oversees technical and administrative duties in support of senior programs and social services for those in need.

SUPERVISION RECEIVED

The Administrative Assistant to the Senior / Social Services Director reports to and works under the general guidance and supervision of the Senior / Social Services Director.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

- Performs a wide variety of administrative duties in support of senior and social programs.
- Plans and organizes work according to standard office procedures.
- Assist Senior / Social Services Director in the administration of the Dial-A-Ride and Meals on Wheels programs along with other service programs.
- Organizes own work, sets priorities and deadlines.
- Drafts documents and a wide variety of finished documents from notes, instructions, or printed materials.
- Researches and analyzes routine administrative projects.
- Coordinates the purchase of supplies and equipment for the Department.
- Independently responds to letters and general correspondence of a routine nature.
- Handles confidential correspondence on behalf of the Department.
- Establishes and maintains complex and sensitive office files.
- Coordinates the Senior / Social Services Director's schedule and appointments.
- Schedules senior programs and events and coordinates facility usage.
- Organizes and prepares materials for publication such as newsletters, press releases and program guides.
- Maintains inventory of department equipment and supplies; processes purchase orders pertaining to departmental expenses; handles routine matters with vendors; orders materials and services as directed.
- Responds to information inquiries and requests from the general public regarding senior / social program issues.
- Assists with maintaining information on the Town's website.
- Performs related work as required or requested by the Senior / Social Services Director.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Familiar with the principles and practices of senior and social programs and the ability to work within the structure and operation of municipal government.
- Considerable ability to follow established priorities, meet deadlines and maintain quality of work in multitask settings.

- Considerable knowledge of office computer programs, networks, internet and basic website maintenance.
- Commitment to excellence in customer service.
- Thorough knowledge of modern office practices.
- Ability to digest, review and disseminate large quantities of information to the proper authorities.
- Ability to use tact, discretion, initiative and independent judgment.
- Ability to handle and process high volume of paperwork accurately and efficiently and maintain complex file and record systems.
- Ability to work with a minimum of supervision.
- Ability to compose clear and correct correspondence independently or from brief instructions.
- Ability to perform basic mathematical computations.
- Ability to communicate effectively with the public and an ability to establish and maintain effective working relationships with Town officials, staff and the general public.
- Ability to communicate effectively both orally and in writing.
- Ability to maintain strict confidentiality of information as necessary.

REQUIRED PHYSICAL AND MENTAL EFFORT AND ENVIRONMENTAL CONDITIONS

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderate. The employee will be required to provide his/ her own transportation.

- Requires ability to sit at a desk or to stand and work continuously for extended periods of time.
- May require additional hours beyond regularly scheduled work day to meet cyclical workload.
- Ability to observe and interpret situations; read and interpret data, information and documents.
- Ability to analyze and solve complex problems; use math and mathematical reasoning.
- Works in office setting subject to continuous interruptions and background noises.
- Ability to work under stress from contact with public, demanding deadlines and changing priorities and conditions.
- Ability to concentrate on fine detail with constant interruption and to attend to task/ function for more than 60 minutes at a time.

REQUIRED MINIMUM QUALIFICATIONS

- The skills and knowledge required would generally be acquired with an Associates Degree with a minimum of two (2) years of increasingly responsible work experience in an administrative office, including significant public contact or similar combination of education and experience.

LICENSE OR CERTIFICATE:

- Must possess a valid driver's license.

Note: The above description is illustrative only. It is not meant to be all-inclusive.

I understand that nothing in this position description restricts the Town's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the Town Administration's assignment of essential functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Supervisor

Date