

Administrative Assistant Job Description

Summary

This is a full-time, hourly position responsible for the administrative duties for the Borough Manager, Zoning Officer, Public Works Department, Council, Mayor, Commissions and Boards.

General Statement of Duties

Under general supervision of the Borough Manager this position is responsible to perform a wide variety of tasks required to provide complex secretarial, administrative and office duties; independently performs a variety of highly responsible and complex duties that have a Borough-wide impact, affect the public image and/or are a highly sensitive/confidential nature. Duties vary broadly and range from complex clerical tasks that follow standard procedures to making moderate administrative level decisions regarding department procedures and/or practices.

Supervision

This position is a non-supervisory position under direct supervision of the Borough Manager.

Examples of Duties and Responsibilities

- Attend Borough Council, Zoning Hearing Board, Borough Authority and Planning Commission meetings; record proceedings and prepare minutes for official approval; maintain required records.
- Independently or as directed, follow-up Council or other meeting activities; coordinate responses and keep Borough Manager advised.
- Responsible for assuring Borough Council, Zoning Hearing Board, Borough Authority and Planning Commission packet information is assembled and distributed in an accurate and timely manner.
- Coordinate Borough Council, committee and advisory board activities with Borough staff and citizen participants; notify interested and affected parties.
- Maintain appointment calendars and advertise meeting notices for the Borough Manager.
- Type, proofread, edit and otherwise assure accuracy and professional appearance of documents, including correspondence, reports, statistical and budgetary documents, press releases, labor contracts and minutes of meetings.
- Answer telephones, greet customers in-person; resolve complaints; respond to public inquiries and requests or direct the customer to the appropriate staff person; may provide administrative information such as explaining public meetings, policies and procedures and identify specific municipal codes.
- Assist with budget preparation; compile and prepare final budget documents.
- Conduct research as required; use independent judgment to determine resources; consult with staff or outside agencies.
- Make recommendations and implement office operations.

- Establish and maintain departmental electronic and manual filing, storage and retrieval systems, including confidential files.
- Help coordinate, attend and prepare for any borough event outside the daily work hours.
- Any and all other tasks assigned by the Borough Manager.

Working Conditions: Work is performed in an office, which is busy, oriented to public service and subject to constant work interruptions. Employees may work under the stress of continual public and/or interdepartmental contact and pressure to meet inflexible timelines. Ability to maintain reasonable, predictable and regular attendance and ability to attend meetings or report to work outside of regular business hours is required.

Accountability: This position is accountable for the effective, efficient, professional, provision of support services and performing complex secretarial duties with proficiency and precision. Assist in managing the administrative detail of the Borough Manager's office and share accountability for the provision of consistent, high quality service. Accountable for maintaining strict confidentiality of sensitive information.

Required Knowledge, Skills and Abilities

- Knowledge of secretarial practices and procedures.
- Knowledge of general principals of municipal organization, operations, policies and objectives.
- Oral and written communication skills; grammar, spelling, punctuation and vocabulary.
- Ability to handle multiple interruptions and adjustments to priorities throughout the day.
- Ability to communicate effectively with diverse individuals and handle calmly and efficiently situations ranging from routine to emergency.
- Excellent memory and organization skills.
- Ability to set priorities, organize workload, handle multiple responsibilities and meet deadlines.
- Ability to operate standard office equipment including, personal computers, typewriters, copiers, calculators and fax machines; input and retrieve data; organize and maintain electronic storage and filing.
- Knowledge of Microsoft Office 365 and software applications for desktop publishing, social media and website maintenance.
- Ability to work cooperatively with others as a member of a service oriented team.
- Ability to use independent judgment to effectively plan, coordinate and organize a variety of administrative and clerical support activities.

Education and/or Experience

- High School graduate or have a GED.
- Any combination of education and/or experience directly related to the duties and responsibilities specified.

Tools and Equipment

- Personal computers and related software packages, Internet and social media programs, typewriters, copiers, calculators, fax machine, copy machine; input and retrieve data; organize and maintain electronic storage and filing.

Physical Demands

- 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.
- While performing the duties of this job, the employee is frequently required to sit and talk or hear, stand, walk, use hands to handle, feel or operate objects, controls or tools listed above, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl and taste or smell.
- The employee may occasionally push, pull, lift and/or carry equipment and supplies from 5 to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee frequently works in a typical interior/office environment. There is very limited exposure to physical risk.
- The noise level in the work environment is usually moderate.

Miscellaneous

- This is a non-exempt position in accordance with the Fair Labor Standards Act.
- Valid Driver's License required.
- 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.
- The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.
- This position is at-will. This will not be a union position due to the confidential nature of the associated duties.

Approval:

Chris L. Boehm
Borough Manager

Christopher T. Becker
Council President

Effective Date: January 1, 2018

Additional Detailed Duties:

- Maintain Borough website – post Council and board agendas, keep all of Council and board minutes updated, make updates to information that pertain to the business of the Borough (taxes, permits, open records information, trash schedule, office closings, snow emergency postings, etc.), maintain the Borough calendar of events, weekly maintenance of the farmers market information during the summer
- Maintain documents on SharePoint, create apps and upload files when needed
- Zoning Hearings– advertise the meeting, prepare and mail meeting notices to appropriate people & property owners, prepare posting of property; after hearing, mail letter to applicant on Board decision, have decision signed by Board and mail copy to applicant, prepare all documents including exhibits to be filed in property file
- Maintain property files, tax maps, etc
- Maintain file for zoning/building permit completion
- Type violation letters for zoning/code officer and mail to property owner and keep track of compliance when requested by zoning officer
- Setup Council chambers for all meetings or prepare to take all required materials if Council meeting is held at Macungie Institute
- Maintain files for ordinances
- Send advertisements for ordinances, Council and Committee meeting times and locations, budget adoption, bids, RFPs to run in a publication as required by Borough Code
- Assist at the office counter with residents (take payment for utility bills, speak with residents on Borough related issues) as needed
- Assist to prepare articles for the newsletters and proofread the draft newsletter
- Type Public Works monthly report if required
- Maintain Project files and upload to SharePoint
- Working toward getting files in order (street files, property files, council & committee positions held, etc)
- Farmer’s Market – maintain a customer and a vendor information list; send donation letters to sponsors; send community participation to non-profit organizations and coordinate the community booth schedule as well as the sponsor schedule for the business showcase; help at the information booth if needed; when needed help tear down and pack up information booth, collect all market signs and take to borough garage
- Learn work of other employees to help with that job when and if needed
- Have the Codification updated annually by sending the adopted ordinances to the contracted company to incorporate in the Codification
- Manage health care insurance for employees if any changes are needed and file in HIPPA file in manager’s office
- Send letters after the end of the year to trash haulers who are contracted with the Borough and exempt businesses for tonnage hauled within the Borough, keep annual file of recycling information from trash haulers to prepare recycling grant application to submit to DEP
- Complete and submit DCED annual forms online in the first quarter; prepare resolutions that need to be adopted annually at the end of the year or at the beginning of the year
- Maintain residential and commercial list for SwiftReach and send out calls when needed