**Purpose:**Performs responsible administrative duties assisting the Town Manager and Select Board in the daily operation of the office. Performs all other related work as required.

**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.)*

Provides assistance to the general public, which includes answering and returning phone calls, transferring incoming calls to appropriate departments, responding to emails and letters, as well as face-to-face interactions.

Prepares, types and posts agendas for the Select Board meetings, including compiling any documentation that should be reviewed by the Board during meetings.

Reviews and processes new and renewal license applications before submitting to the licensing board for approval. Once approved, prepares, and distributes licenses.

Compiles the Annual Town Report by working with other Departments, Committees, and commissions. Coordinates the publication and distribution.

Prepares cover sheets for monthly invoices that require the Town Manager’s approval.

Posts town employment opportunities on numerous job posting sites, the town website and in local newspapers.

Serves as liaison with web services provider.

Assists Town Boards, Committees and Commissions, as required and maintains a listing of member appointments and resignations.

Handles residents’ comments and complaints and conducts follow-up when necessary.

Assists the Town Manager in all related administrative tasks. Liaison between the Town Manager and staff.

Assists the Town Accountant, as necessary.

Performs similar or related work as required, directed or as situation dictates.

**Supervision:**

*Supervision Scope:* Performs responsible duties of a diverse nature, from routine to complex which require independent judgment and considerable attention to detail and accuracy in carrying out operations.

*Supervision Received:* Work is performed under the supervision of the Town Manager.

*Supervision Given:* None.

**Recommended Minimum Qualifications:**

Education, Training and Experience:

High School Diploma, Associate’s Degree is desirable, advanced training in office management. Minimum, five (5) years’ office experience, municipal experience preferred, or an equivalent combination of education, and experience

*Special Requirements:*   
None.

*Knowledge:* Thorough knowledge of office management practices, procedures, departmental operations, and functions. Familiarity with town government. Knowledge of related state, federal statutes and Massachusetts general laws and town bylaws and regulations.

*Abilities:* Ability to communicate effectively verbally and in writing. Ability to maintain records and prioritize tasks. Ability to multi-task effectively and work within timelines. Ability to respond with tact and courtesy when dealing with the public. Ability to recommend and implement changes in workflow. Ability to keep highly sensitive information confidential.

*Skills:* Excellent written and oral communication skills. Skill in operating computers and utilizing appropriate software applications. Strong organizational and attention to detail skills. Office management skills. Excellent written and verbal communication skills. Excellent organizational skills. Proficient computer skills utilizing a variety of software applications including Microsoft Office and Excel. Skill in maintaining confidentiality.

Physical 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 is required to perform duties in typical office conditions. Frequently required to stand, walk, sit, speak, and hear, use hands to operate equipment, and reach with hands and arms. May move objects seldom weighing up to 30 pounds. Must be able to communicate. Vision and hearing at or correctable to normal ranges.

**Job Environment:**

* Work is performed in typical office conditions, with frequent interruptions to respond to requests for service.
* The employee operates a computer and standard office equipment.
* The employee has frequent contact with the public, state and town officials and departments, town committees and commissions and outside agencies related to varied procurement bid processes. Contacts are by phone, through correspondence, email, and in person; they generally consist of an information exchange dialogue, discussing varied issues.
* Has access to confidential departmental information that may include employee discipline matters, labor negotiations, legal matters and policy concerns, employee discipline matters, labor negotiations, and legal matters. This information requires the application of appropriate judgment, discretion, and professional office protocols.
* Errors could result in delays or loss of service and have legal and/or financial repercussions.

*(This 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.)*

*Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer*