

Town of Provincetown, Massachusetts
GRADE 6 AFSCME UNION POSITION
Administrative Assistant II Job Description

Definition:

Administrative, clerical and bookkeeping work in supporting the operations of the Community Development Department; all other work as required. The department administrative assistant supports the Customer Window, where regulatory questions are asked, permit applications received and referrals to professional staff made; the departmental phone, filing and other administrative work in support of the Building, Health, Licensing, Planning and Conservation Divisions.

Distinguishing Characteristics:

- Works under the general direction of the Assistant Town Manager/Community Development Director.
- Performs a variety of administrative, data entry, clerical, bookkeeping and record-keeping duties in accordance with well-defined procedures with some independent judgment required in directing complaints and problems and facilitating applicants through the permitting process.
- Performs principal telephone reception and customer service duties for the Community Development Department.
- Maintains schedules of inspectors, as required, within the Community Development Department.
- Makes frequent contacts with other Town departments, engineers, contractors and the general public requiring courtesy, presence and tact; may also have contact with local and state agencies, vendors, attorneys, Board Members, and private companies.
- Punctuality, responsibility and reliability to duty hours and work deadlines is critical.
- Errors could result in monetary loss to the Town or to the applicant, confusion and delay, and a decreased level of services.
- May have access to Community Development Department related confidential information such as: bid proposals, litigation and negotiating positions.
- Minimal physical effort required performing duties under typical office working conditions.
- Required to become proficient in the administrative duties and responsibilities of all divisions within the Community Development Department.
- Strong computer skills are necessary for work with the permitting software (*Accela, Laserfiche, etc...*) The ability to quickly learn new programs, software and computer skills needed for job performance.

General Examples of Work:

- Answers inquiries; provides routine information; and consults routinely with all department staff.
- Prepares payroll; maintains associated records; assists in maintaining the Community Development Department database.

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- Prepares vouchers for, posts, balances and maintains accurate records of accounts payable.
- Prepares various department correspondence such as letters, personnel records, permits and related documents.
- Maintains inspection paper and computer files and oversees and maintains paper records and filing system.
- Schedules meetings and appointments; manages day-to-day office activities and orders office supplies for the department.
- Dispenses and receives building, electrical, plumbing, gas and sign permit applications; inputs associated records and data into the computerized system; collects fees; schedules inspections as required for all inspectors; contacts the Permit Coordinator with appropriate paperwork; receives all incoming calls for the department; prepares advertisements and hearing notices; dispatches to inspectors when necessary.
- Performs other similar or related duties as required or as situation dictates.

Recommended Minimum Qualifications:

Knowledge, Ability and Skill:

Knowledge: Working knowledge of Microsoft Word, Access and Excel and the ability to learn new computer software; knowledge of office practices and procedures; a working knowledge of Community Development operations; knowledge of construction or permitting desirable.

Abilities: Ability to collect data and maintain accurate and complete records; ability to work effectively with the general public, vendors and Community Development personnel; ability to communicate effectively both orally and in writing; ability to work independently; ability to perform multiple tasks and to maintain focus in a fast paced environment.

Education and Experience:

High school graduation supplemented by courses in secretarial or business skills; two to three years' experience working in an office setting, preferably dealing with the general public; or any equivalent combination of education and experience.