

**PROVINCETOWN COUNCIL ON AGING
COA ADMINISTRATIVE ASSISTANT
JOB DESCRIPTION**

Definition:

To produce professional administrative, products and services of financial and office management for the Council on Aging (COA) and Department of Human Services (DHS)

Supervision:

Supervision Scope: Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of independent judgment to complete assigned tasks and to analyze the facts or circumstances surrounding individual problems in situations not clearly defined by precedent or established procedures.

Supervision Received: Under administrative direction of the Director of the COA/DHS.

Supervision Given: None.

Job Environment:

COA/DHS are housed at the Veterans Community Center and include the Senior Center, a welcoming resource/activity center for older adults, and DHS administrative and provider offices.

Work performed under typical office conditions, job environment moderately noisy with frequent interruptions. Potential exposure to communicable diseases/hazardous waste and cleaning agents exists.

Makes frequent contact with the general public, other Town Departments, local and state officials, health and human services agencies, volunteers, instructors and community groups. Contacts are in person, remote, by telephone, e-mail and in writing.

Has access to confidential information which requires the application of appropriate judgment, discretion and professional office protocols and the disclosure of which could cause a breach of trust and damage the reputation of the Department/Town.

Must be able to respond quickly and calmly to emergencies.

Errors in judgment could result in hardship to Town residents, lower standards of service to the community and negative public relations for the Department/Town and have legal or financial repercussions.

Essential Functions:

Oversees office operations of both Departments overseeing office operations including assisting public with information and referrals, phones, walk-ins, staff project coordination, problem solving, maintaining office equipment, ordering supplies and filing. As well as assisting with training/scheduling of office volunteers, clinic scheduling and clerical support to providers.

Processes payroll. Maintains accurate information for employees and grant workers; prepares/submits payroll vouchers.

Submits vouchers for payment of all bills to include purchases, maintenance agreements, etc. Keeps accurate billing records.

Assists the Director with budget preparation for the COA/HS.

Collects and sends out mail on a daily basis.

May serve on community Committees/Boards.

Provides administrative support to outside, affiliate agencies.

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

Council on Aging

In conjunction with Director of COA/DHS, manages the Senior Real Estate Tax Work-Off Program including publicity, processing applications, placement of seniors, maintenance of time sheets, resolution of issues and communication with Town Departments.

Oversees COA Medical Transportation Program including scheduling, communication with clients and drivers, record keeping, payroll, reports, deposit of donations.

Responsible for monthly COA newsletter production including typing, graphics, calendar, staff and publisher submissions, mailing, contact with publisher and Post Office. Manages Post Office account.

Responsible for statistical software program including supervision of data entry and production of annual state-required reports.

Assistance with special events and programs.

May be required to perform duties of co-workers in their absence. (NOTE: This question will be raised by Director during study interviews for all employees.)

Department of Human Services

Provides clerical support to Human Services Committee including meeting attendance, recording, distributing minutes, maintaining records, issuing payment vouchers for grant recipients and reimbursement of John Henry Trust Fund allocations.

Provides clerical support for all Human Services meetings, including Round Tables, via meeting attendance, recording and distribution of minutes.

Responsible for submitting monthly payment vouchers for town contract with VNA.

Recommended Minimum Qualifications:

Education and Experience:

High School graduation; Associates Degree preferable; three to five years of office and accounting experience desirable; experience working with seniors and/or in human services settings preferred; any equivalent combination of education and experience.

Special Requirements:

Possession of a valid motor vehicle operator's license required.

CORI check.

CPR, AED, Safe Food Handling certifications (provided).

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of office procedures, practices, and terminology. Complete knowledge of the use of office and data processing equipment, business arithmetic, American business English and spelling. Advanced accounting and auditing knowledge. General knowledge of local government and its operations helpful. Familiarity with pertinent state and local laws relating to Departmental operations preferred.

Ability: Ability to operate standard office equipment, commercial kitchen equipment and personal/Town vehicles. Ability to work with public in welcoming atmosphere in a respectful, compassionate, and helpful manner. Ability to maintain highest standards of confidentiality. Ability to assist people with broad range of needs who may be experiencing stressful or difficult circumstances. Ability to organize time, work independently and accomplish tasks despite frequent interruptions. Ability to communicate effectively and tactfully with the public. Ability to maintain detailed statistics, records. Ability to compose correspondence and to prepare, type, and proofread reports as to form and logic flow.

Skill: Excellent financial, administrative, and secretarial skills. High level of computer literacy including Microsoft Word, desktop publishing, databases, spreadsheets, and other financial software. Skill in all of the above listed tools and equipment.

Physical Requirements:

Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files, and other common office objects. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed. Ability to lift and carry materials up to 30 pounds.