

Town of Provincetown, Massachusetts
AFSCME Union Administrative Assistant II Job Description

ADMINISTRATIVE ASSISTANT II
GRADE 3 AFSCME UNION POSITION

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 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, patience 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 (*OpenGov Citizen Services, Laserfiche, etc.*) The ability to quickly learn new programs, software and computer skills needed for job performance.

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.)

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- Answers inquiries; provides routine information; and consults routinely with all department staff.
- Prepares payroll; maintains associated records; assists in maintaining the Community Development Department databases.
- 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, as well as permit applications of other Community Development divisions; 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.
- Assists with issuance of permits for the Building, Health, Licensing, Planning and Conservation Divisions.
- Performs other similar or related duties as required or as situation dictates.

Knowledge, Ability and Skill:

Knowledge: Office practices and procedures; a working knowledge of Community Development operations; knowledge of construction or permitting desirable.

Ability: data collection and maintenance of 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. Working knowledge of Microsoft Word, Access and Excel and the ability to learn new computer software.
- Ability to perform multiple tasks and to maintain focus in a fast-paced environment.

Recommended Minimum Qualifications:

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.