



Massachusetts PROVINCETOWN

Position Opening

Parking Permit Administrative Assistant

The Town of Provincetown is now accepting applications for the part-time position of Parking permit Administrative Assistant.

This is a part time 16 hours a week, hourly, confidential position, working Monday, Wednesday, and Friday.

Parking Permit Administrative Assistant: This position provides professional administrative services including, but not limited to, parking permit issuance and sales and customer service. Works closely with the general public, Parking Department and other Town Departments.

Requires excellent organizational, communication and customer service skills as well as ability to work independently in a busy office. Must maintain the highest standards of confidentiality.

Minimal Qualifications: The Parking Permit Administrative Assistant must be knowledgeable of office practices and procedures with a working knowledge of departmental operations, understanding of general office systems, and comfortable using software.

This position starts at an hourly rate of \$28.17. The position is available immediately and will remain open until filled. For initial consideration send application, cover letter, and resume to: Human Resources, Town of Provincetown, 260 Commercial Street, Provincetown, MA 02657 or hr@provincetown-ma.gov.

The Town of Provincetown, Massachusetts is an equal opportunity employer and does not discriminate on the basis of race, color, creed, religion, sex, national origin, marital status, age, or sexual preference, or any other category protected under the state and federal anti-discrimination laws.

Alex Morse, Town Manager

Human Resources
260 Commercial Street, Provincetown, MA 02657
508-487-7000 ext. 525

**PROVINCETOWN PARKING DEPARTMENT
PARKING PERMIT ADMINISTRATIVE ASSISTANT
JOB DESCRIPTION**

Definition:

To provide customer service to individuals purchasing and receiving Town of Provincetown Parking Permit for the Parking Department.

Supervision:

Supervision Scope: Performs varied and responsible duties related to the sales and issuance of several types of parking permits to the general public, using one or more software programs 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 Licensing Agent and Parking Administrator.

Supervision Given: None.

Job Environment:

The Parking Permit Office is located on the lower level of the Town Hall.

Work performed under typical office conditions. Job environment is moderately noisy with frequent interruptions.

Makes frequent contact with the general public and other Town Departments. Contacts are in person, 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 questions from the general public.

Errors in judgment could result in negative public relations for the Department/Town and have financial repercussions.

Essential Functions:

Reviews and processes parking permit applications received via mail or drop off in hard copy or via permitting software submission. Reviews accompanying documentation and requests additional documentation when necessary. Assists the public in choosing their type/level of parking permit. Collects and records payment for permit purchases, including end of day or end of shift close-out procedure. Issues stickers in person and prepares stickers for mailing.

Maintains accurate records of sales; prepares and submits end of shift/day sales report, and when discrepancies arise, balances report; submits report(s) to Treasurer's office.

Responds to email and phone messages in a timely manner.

Recommended Minimum Qualifications:

Education and Experience:

High School graduation; three to five years of office experience desirable; experience working with the public; any equivalent combination of education and experience.

Special Requirements:

Familiarity with permitting and/or financial software preferred.

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.

Ability: Ability to operate standard office equipment. Ability to work with public in welcoming atmosphere in a respectful, compassionate, and helpful manner. Ability to maintain highest standards of confidentiality.

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 records and to compose correspondence.

Skill: Excellent financial and administrative skills. High level of computer literacy including 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.

