

**ADMINISTRATIVE AIDE**

**DEFINITION**

To perform and respond to the administrative needs of the Public Works Department and provide the first point of public contact and customer service in a friendly and courteous manner.

**SUPERVISION RECEIVED**

Primary direction is provided by the Director of Public Works/ Town Engineer. Secondary direction may also be provided on occasion by the Deputy Director of Public Works.

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS/DUTIES**

- Provide information at the counter, by telephone and through correspondence in response to routine questions regarding Public Works and Town Policies, Procedures and Ordinances pertaining to Public Works activities.
- Oversee the encroachment permitting process and maintain accurate files and records pertaining to the permits. Coordinate permit application routing and follow-up with department staff.
- Ability to utilize basic Geographic Information System (GIS) capabilities for task such as mailing label creation and general information queries.
- Independently draft letters and correspondence for the Public Works Department.
- Provide clerical support and other assistance as needed by the Director of Public Works/Town Engineer, including preparation and dissemination of meeting minutes, agenda packets and department policy information.
- Understand and answer questions from the general public regarding Assessor's Parcel maps, Flood Zone map, topographical and parks maps.
- Research current and archival files to obtain information as needed.
- Maintain routine files including confidential material.
- Manage phone calls for the Public Works Director/Town Engineer
- Record and transcribe minutes for various committee meetings.
- Other duties as assigned by the Director of Public Works/Town Engineer.

## **QUALIFICATIONS**

### **Knowledge of:**

Filing systems; Public Works operations and procedures; Microsoft Office applications; personal computers and modern office practices.

### **Ability to:**

- Communicate clearly and concisely, orally and in writing, and to carry out written and oral instructions.
- Manage several projects simultaneously with attention to accuracy and detail.
- Recognize complex situations and make appropriate referrals to department professionals.
- Perform work with minimal supervision
- Maintain friendly and cooperative working relationships with elected officials, Town employees and the public.
- Operate a computer system.

### **Experience and Education:**

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Experience:**

One year of full time clerical office experience preferably in another government entity with experience in a Public Works Department.

#### **Education:**

Graduation from high school or equivalent, is required.

### **Physical Demands**

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.

Mobility to work in a standard office setting and utilize standard office equipment including a computer; vision to read printed matter; hearing and speech to converse in person and over the telephone. While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.