



## Job Description

Position: Administrative Assistant to Town Administrator  
Primary Location: Town Hall  
Employment Status: Full-time, Hourly, Non-Exempt  
Reports To: Town Administrator  
Description Updated On: 8/26/2021

### Summary/Objective

The Administrative Assistant to the Town Administrator is responsible for the provision of a wide range of administrative and clerical support services in support of a major department of the Town. The employee is required to perform all similar or related duties.

### Essential Functions

- Serves as a liaison for the Town Administrator and/or the Select Board, assisting citizens and other staff members via phone and in person, referring inquiries to appropriate Town staff and assisting with general issues; forwards questions and/or concerns to the Town Administrator, Select Board or other Town officials as applicable for review.
- Provides assistance to individual members of the Select Board as required. Has frequent encounters with selectmen and is responsible for addressing their needs and questions as they arise in the absence of the Town Administrator.
- Administers procedures for all insurance claims including automobile, worker's compensation, and general liability.
- Processes all injured on duty claims for Police and Fire personnel, coordinates efforts to resolve claims issues, submits invoices for payment, maintains files and prepares/submits reports as required.
- Responsible for the administration and preparation of licenses under jurisdiction of Select Board, reviewing applications for completeness, scheduling, and posting hearings, preparing approvals for appropriate signatures, and issuing approved licenses; maintains records of all licenses issued by the Board.
- Initiates, coordinates, and finalizes preparation of all liquor licensing, mails renewal reminders, receives fees and maintains accounting records. Reports to Alcoholic Beverage Control Commission and maintaining ABCC quotas.
- Reviews department bills along with the entering of data for weekly payment of bills in accordance with Town guidelines.
- Maintains a record of all town boards, committees, and members, tracks and prepares appointment renewals to be submitted to the Select Board or Town Administrator for approval.

### Required Qualifications, Education, and Experience

- High School Diploma required and a minimum of three (3) years of office experience or an equivalent combination of education and experience.

## Preferred Qualifications, Education and Experience

A bachelor's degree is preferred as is municipal experience.

## Knowledge, Skills, and Abilities

- Working knowledge of municipal departments and town government operations including state laws and local Bylaws pertaining to office of the Town Administrator and the Select Board. Thorough knowledge of office practices and procedures. Knowledge of technology including but not limited to office software (word processing and spread sheet applications) and the Internet in support of department operations. Knowledge of the State's ABCC regulations and licensing process.
- Proficient customer service, written and oral communication skills; good judgment and integrity. Proficient technology and personal computer keyboarding skills. Effective organization and planning skills.
- Ability to work independently and be self-motivated. Ability to establish and maintain effective working relationships with employees of the Town and to deal effectively with disgruntled members of the public; ability to maintain highly sensitive and confidential information. Ability to manage multiple tasks in detailed, timely and effective manner as well as to receive directions from a variety of sources. Ability to take initiative in responding to various requests for information or in response to a wide range of issues impacting the Town Administrator, Select Board and municipal services.

## Physical and Mental Job Requirements

- **Physical Skills:** Little or no physical demands are required to perform the essential functions of the position. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, kneeling, twisting, reaching with hands and arms, and standing. The employee is occasionally required to lift, push, or pull objects such as books, office equipment, and computer paper.
- **Motor Skills:** Position requires the application of basic motor skills for activities including but not limited to operating a personal computer, office equipment, word processing, pushing, pulling, or lifting office equipment, and sorting and/or of papers.
- **Visual Skills:** Position requires the employee to constantly read documents, reports, and personal computer screens for understanding and analytical purposes. The employee is rarely required to determine color differences.
- **Mental requirements:**
  - Understand and apply routine verbal and/or written instructions
  - Understand and apply non-routine verbal and/or written instructions
  - Organize actions to complete sequential and/or routine tasks
  - Organize and prioritize individual work schedule to manage multiple tasks and/or projects
  - Make decisions that have an impact on the individual's work
  - Make decisions that have an impact on the immediate work unit's operations and/or services
  - Communicate and exchange routine/basic information
  - Communicate and explain a variety of information
  - Memorization/concentration
  - Learning/knowledge retention
  - Emotional/behavioral self- regulation
  - Interacting with others

## Work Environment

- The functions of this role are conducted in an office environment.

**Hours of Work**

- This role is paid on an hourly basis.
- Typically, full-time hourly employees work 35 hours during a Monday through Friday workweek.

**AAP/EEO Statement**

The Town of Milford is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities, and conflict resolution.

It is also the policy of the Town of Milford to take affirmative action to employ and to advance in employment, all persons regardless of their status as women, minorities or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**Signatures**

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Hiring Manager \_\_\_\_\_ Date \_\_\_\_\_