

# TOWN OF SOMERS

## Position Description

**Title: Administrative Assistant**  
**Department: Public Works**  
**Reports To: Operationally, to**  
**Director of Public Works;**  
**functionally to Operations Mgr.**

**Supervises: None**  
**FLSA Status: Full-time, non-exempt**  
**Bargaining Unit: NA**

**Position Summary:** Provides accurate, timely and high-quality administrative support services to assigned department personnel, and outstanding customer service to all internal and external customers.

### Major Job Duties:

**Administrative/Customer Service:** Provides administrative services to support the Director of Public Works and the Public Works Coordinators for Highway, Parks Maintenance and Transfer station services. Provides telephone and 2-Way radio coverage to support staff and provide customer service to residents regarding all aspects of the highway, transfer station, parks maintenance and other public works functions. With input from department coordinators and the Director of Public Works, accurately maintains web page information for all Public Works departments. Accurately records and conveys telephone messages to all department staff. Maintains records on complaints and issues tracking, tracks and documents work completion and complaints resolution, and communicates resolutions as necessary to internal and external customers. Issues work orders through the various Public Works Coordinators. Maintain highway, parks maintenance and transfer station records for scheduling, attendance, training and time cards. Maintains records and filing systems for job, vendor and other public works files. Supports the preparation and management of budgets and bid/quote packages. Composes correspondence, compile reports, and prepare documentation related to the services provided by the Public Works Department as instructed by the department Director.

**Technical:** Operates with a high degree of accuracy and expertise – computer, including word processing, spreadsheet, database and presentation software; email; internet; and website software. Operates, troubleshoots and orders necessary supplies and service for other common office equipment including fax machine, computer printer, copier and adding machine/calculator.

**Teamwork:** Works cooperatively with department staff members in delivery of public works services to internal and external customers. Receives direction from the Director of Public Works to coordinate work assignments for maintainers with in cooperation with the Public Works coordinators. Works cooperatively with other departments to maintain necessary town and regulatory records. Willingly provides support/coverage to other town departments as necessary during staff shortages and/or slow seasons in the Public Works office. Serves cooperatively as a member of the town administrative staff; provides constructive input to this team's discussions and actively participates in group issue identification and resolution.

**Financial:** Create and track all purchase orders for highway department, parks maintenance and transfer station in accordance with prescribed policies and procedures. Verify deliveries, review and code bills to be paid.

**Approved by:**

**Approved by:**

**Last Revision Date: 10/08**

**Dir. of Public Works/on file**

**HR/on file**

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**Date:**

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## Position Description

**Other Job Duties:** Keep office/public area of highway department building neat and clean.

### **Qualifications:**

- Two years of administrative assistant education, including computer operation, and two years of proven administrative support experience; or 3-5 years of proven administrative support experience and computer skills.
- Strong interpersonal skills for public and internal contacts.
- Strong organizational skills to coordinate and maintain work orders, purchase orders, complaint/issue tracking and other necessary record keeping and filing systems.
- Perform secretarial and advanced word processing, spreadsheet, database and presentation functions in a timely and accurate manner utilizing current computer programs, e.g. Microsoft Office suite, e-mail and internet.
- Ability to handle several tasks simultaneously in fast-paced environment where attention to details is critical to success.
- Ability to be friendly and helpful with public, as well as organized and accurate with staff and other departments is required.
- Proficient at advanced levels with the Microsoft Office software suite (including Word, Outlook, Excel, Access and Powerpoint) as well as with web browsers to accomplish internet research as necessary.

### **Physical Requirements:**

This position is primarily situated in an office environment, with walking to garage and intermittent visits to other department locations. The incumbent must be able to:

- Regularly sit and work for periods in excess of one hour, including working with a computer and a telephone;
- Stand and walk to store and access records and files in the course of providing administrative support to the department within the office environment.
- Lift 25 pounds of supplies; lift, bend, reach and store records and supplies.

This information is designed to give the general nature and level of work to be performed by employees assigned to this job title and must not be construed to be a complete inventory of the position's duties, responsibilities and qualifications. Employment in the State of Connecticut is, by statute, at will, and nothing in this job description should be construed as an employment contract.

**Approved by:**

**Approved by:**

**Last Revision Date: 10/08**

**Dir. of Public Works/on file**

**HR/on file**

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