City of Montpelier vermont

America's Small Town Capital

JOB DESCRIPTION – Effective Date: March 2017
Position Title: Administrative Assistant

Department: Community Services
Supervisor: __
FLSA Status: Classified
Grade #: __

DISTINGUISHING FEATURES OF THE POSITION:

The Administrative Assistant provides administrative support to the three divisions of the newly-formed City of Montpelier's Community Services Department: Recreation, Montpelier Senior Activity Center, and Parks and Trees. The Administrative Assistant works with the Office Manager and a team of dedicated staff to provide superior customer service for these three vibrant and busy divisions. The Administrative Assistant performs a variety of duties, serving a diverse and constantly evolving customer base, community partners from all sectors, instructors, volunteers, and facility users. This is a Part-time 20-hour per week position with pro-rated municipal benefits, access to a strong employee wellness program, professional development, and future potential for increase in hours and/or responsibility.

ESSENTIAL JOB FUNCTIONS:

- Perform general front office duties, including opening a closing the office and facilities, processing postal mail, voice mail, and emails and responding as appropriate, and assisting with stocking and ordering of office supplies.
- Provide superior customer service, including greeting members of the public and responding to inquiries in person, by phone, and by email accurately and efficiently.
- Process registrations and payments for diverse programming and services, including classes, athletic teams, pool passes, camps, facility rentals, health clinics, and more.
- Accurately maintain database of client records and provide statistical reporting as assigned.
- Assist with recruitment, training, and supervision of Community Services volunteers, especially office volunteers.
- Assist with accounts payable, accounts receivable, and rental reservations as assigned.
- Provide support to Communications staff, including editing and proofing drafts of communications materials, overseeing printing of materials, recruiting and supervising mailing volunteers, and managing bulk mailings.

- Provide support for Program staff, including monitoring registration lists, creating signup sheets, communicating with instructors, etc.
- Maintain security of confidential information, money, and facility keys.

ENVIRONMENT:

- Most work is completed in modern office on first floor of renovated, energy efficient 80-year old building
- Office shared by four Community Services staff members
- Frequent customer traffic in and out of office and therefore high level of distraction
- Occasional work in Senior Activty Center facility's other spaces, including community room and classrooms.
- Occasional off-site work for USPS mailings and special events
- Occasional errands to City Hall, downtown, and around Central Vermont
- Occasional local and out-of-town trainings
- Potential for occasional work assignments at Recreation and/or Parks facilities.

EQUIPMENT USED:

- PC Desktop Computers and printers (regularly)
- Square cash register and safes (regularly)
- Multi-function printer/copier/fax/scanner (regularly)
- Adding machine or calculator (regularly)
- Shredding machine (occasionally)
- Hole-puncher and stapler (regularly)
- Audio-visual equipment (occasionally)
- Coffee maker and other hospitality equipment (occasionally)
- Furniture moving – especially folding tables and chairs (regularly)
- Fans and air conditioners
- Easels

REQUIRED INTERPERSONAL SKILLS:

- Superior customer service skills
- Patient, courteous, kind and compassionate
- Respectful of and able to communicate effectively with diverse populations – age, socioeconomic, geographic, cognitive

MINIMUM QUALIFICATIONS:

- Computer literacy: MS Office including Excel, Word, Outlook; Database trainable
- Reliability for opening and closing when scheduled to do so
- Ability to supervise a wide variety of volunteers
- Organized, efficient and able to prioritize duties
- Strong technological competence
- Adaptability to evolving systems

- Ability to work in high-pressure, high-distraction setting

DESIRABLE QUALIFICATIONS:

- Experience in a related field: recreation, parks & trees, senior services, human services, education, municipal government, or non-profit settings
- Experience with accounts payable and/or accounts receivable
- Experience handling sales in cash, check and credit cards
- Rapid and accurate data entry / typing skills
- Copy-editing skills
- Website maintenance skills
- Initiative and confidence

SPECIAL VOCATIONAL PREPARATION REQUIREMENTS:

- Computer literacy: MS Office including Excel, Word, Outlook; Database trainable
- Use of multi-function printer

COGNITIVE & SENSORY REQUIREMENTS:

- Interest and ability in problem solving
- Flexible/adaptable to changing conditions and needs
- Talking, hearing, sight: Required
- Tasting & Smelling: Not required

SUMMARY OF OCCUPATIONAL EXPOSURES

- Large number and variety of people
- Food / odors from kitchen
- Wi-fi, internet and technology

PHYSICAL ACTIVITY REQUIREMENTS

- This job requires the ability to see, whether naturally or with vision correction tools (glasses, contacts).
- This job requires the ability to hear, whether naturally or with hearing correction tools (hearing aid) in order to communicate with co-worker/supervisors/customers.
- Must have the ability to be on your feet regularly and use hands, arms, and legs repeatedly on the job.
- Must learn to operate moveable partition panels.
- Must have the ability to lift and move boxes, folding chairs and tables, sometimes with a partner.

Primary Physical Requirements		**Other Physical Requirements**	
Lift up to 10 lbs.:	Performed frequently	**Twisting:**	Performed frequently
Lift 11 t0 25 lbs.:	Performed frequently	**Bending:**	Performed frequently
Lift 26 to 50 lbs.:	Occasionally performed	**Crawling:**	Never performed
Lift over 50 lbs.:	Rarely or never performed	**Squatting:**	Performed frequently
		Kneeling:	Performed frequently
Carry up to 10 lbs.:	Performed frequently	**Crouching:**	Performed frequently
Carry 11 to 25 lbs.:	Performed frequently	**Climbing:**	Occasionally performed
Carry 25 to 50 lbs.:	Occasionally performed	**Balancing:**	Rarely performed
Carry over 50 lbs.:	Rarely or never performed	**Work Surfaces**	
		Standard desk and office chair. Ergonomic assessment and accommodations available. Most walking is on rugs, wood or linoleum surfaces and occasionally wet and/or slippery.	
Reach above shoulder height:	Performed frequently		
Reach at shoulder height:	Performed frequently	**In Avg. 5 hour Day Employee is Required to:**	
Reach below shoulder height:	Performed frequently	**Sit**	
		Consecutive Hrs.	2
Push/Pull:	Performed frequently	**Total Hrs.**	3.5
Hand Manipulation		**Stand**	
Grasping:	Performed frequently	**Consecutive Hrs.**	.5
Handling:	Performed frequently	**Total Hrs.**	1
Torquing:	Occasionally performed	**Walk**	
Fingering:	Occasionally performed	**Consecutive Hrs.**	.5
		Total Hrs.	.5

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.