

**FERGUSON TOWNSHIP
JOB DESCRIPTION**

Job Title: Administrative Assistant

FLSA Status: Non-Exempt
Pay Grade: 15 (Min. \$33,486 – Max. \$45,206)
Reports To: Planning and Zoning Director
Date: February 2019

JOB SUMMARY: The Administrative Assistant provides a broad range of administrative duties to support the Director of Planning and Zoning, the Director of Public Works, as well as the Finance Department to maintain responsible and smooth work flows. In addition, the Administrative Assistant helps cover the front desk phones and greets and responds to all incoming residents' requests.

DUTIES AND RESPONSIBILITIES: The duties described below are indicative of what the Administrative Assistant may be asked to perform. Other duties may be assigned.

1. Customer Service:

- Answer multiple line phone system and greet visitors, obtain information, direct calls, take messages or provide information requested and/or direct inquiries to appropriate staff member.
- Respond to inquiries in a courteous and professional manner via telephone, email or in person.
- Handle a wide variety of transactions at the Tax Office, which may include cash handling for parking tickets, accident reports, and various permits; providing pamphlets and/or reference materials to residents; and taking municipal and school real estate tax payments,

2. Data Processing:

- Assist in the custody and maintenance of Township's digital document management initiatives.
- Enter surety information into surety database and track expiration dates.
- Enter, track, and maintain the Ordinance Enforcement Officer's time with specific tasks and develop a chart for overall time use.
- Enter work order information into the Township's database for Public Works to complete.

3. Records Management:

- Perform accurate filing and care of subdivision, land development, road files, subject files and documents and correspondence pertaining to the Township.
4. Establishing, updating, and maintaining filing systems, logs and related records. This includes but is not limited to Public Works Departments correspondence, permits, right of way occupancy, applications for land and property use, inspection reports, surveys, notices, work orders, certificates of insurance and bonds, ordinances, maps and files, and all official documents associated with specific business transactions.

Administrative:

- Maintain all Letter of Credit records and send monthly reminders to the bank and developer regarding upcoming surety that will be expiring.
- Maintain related records and log performance and maintenance bonds for various public improvements. Notify the Engineer in advance of expiration.

- Track incoming Certificates of Insurance and their expiration dates, notify the Contractor and Engineer prior to expiration.
- Maintain sign permit data, including renewals and replacements, as well as billing formation.
- Responsible for yearly renewals for Home Occupation and Sign Permits.
- Schedule and coordinate meetings for Planning and Zoning and Public Works departments.
- Maintain Escrow and Curb Deposit accounts.
- In absence of the Finance Associate, take payments and set up Escrow accounts in Springbrook for incoming and proposed developments as well as Curb accounts for new home development.
- Attend the Planning Commission, the Zoning Hearing Board and the Tree Commission meetings, take official minutes and transcribe into final format prior to the next meeting.

5. **Clerical:**

- Sort mail for all Township Departments.
- Typing of correspondence, reports, orders, forms, certified letters, etc.
- Copying, collating and assembly of packets of information, printing of reports, distribution of information in a variety of formats as needed.
- In absence of the Finance Associate, access the system to retrieve Tax Certifications for residents' tax filing purposes.

6. **Public Information/Website**

- Maintain Public Works webpage by posting and updating current bids and bid results.
- Assist as needed to post various agendas to the website/constant contact.
- Perform edits and updates for the Planning & Zoning Department in coordination with the Communications Coordinator.

7. **Purchasing**

- Purchase office supplies for Planning and Zoning and Public Works Departments

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required at the time of hire or for the continuation of employment.

EDUCATION AND/OR EXPERIENCE

2 years studying to be an Administrative Assistant at a university, community college, business school, trade, or technical school.

- 1-year minimum experience in working with Microsoft Office products (including Word, Excel, Outlook and Power Point)
- 1-year minimum experience with document management software preferred.

SKILLS AND ABILITIES

- Ability to accurately type at a minimum speed of 55-75 wpm.
- Ability to demonstrate proficient data entry and transcription skills
- Advanced knowledge of, and ability to use, Microsoft Office software, including Word, Excel, Access, and Outlook.
- Consistently demonstrate ability in proficient data entry, record keeping, data extraction, and transcription skills
- Ability to interact with elected officials, staff, and the public in a respectful manner.

- Ability to perform office functions for the department and provide administrative support for the department head.
- Ability to perform a variety of secretarial and clerical functions such as typing, scanning, filing, computer keyboarding, and operating office machines necessary to perform job duties.
- Advanced knowledge of office practices and procedures, and department policies.
- Ability to prepare letters, correspondence, memos, and other reports. Ability to organize, prioritize, and carry out office work with minimal supervision.

LANGUAGE SKILLS:

- Ability to communicate effectively with elected officials, staff, and the public.
- Ability to communicate effectively both verbally and in writing, including providing information to public concerning the department.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, fractions, and decimals.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

- Ability to define problems and deal with a variety of situations.
- Ability to think quickly, maintain professional demeanor and adapt to stressful situations.
- Ability to use good judgment and effectively solve problems.
- Ability to plan work and establish priorities.
- Ability to distribute work among co-workers or others.

PHYSICAL AND WORK ENVIRONMENT: The physical and work environment described is representative of those that must be met by an employee to successfully perform the function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

- **Physical Environment:**

Repetitive activities (performance of the same physically demanding activity).

- The duties of this job include physical activities such as sitting, climbing, stooping, kneeling, crouching, standing, walking, pushing, pulling, lifting (up to 10 pounds), grasping, feeling, handling, talking, hearing/listening, seeing/observing, and repetitive motions.
- Specific vision abilities required by this job include close, distance and peripheral vision; depth perception, and the ability to adjust focus.

Work Environment: The work environment may include some or all of the following:

- Working under distractions (telephone calls, distractions, disturbances).
- Unpleasant social situations (necessity of dealing with irate or disturbed individuals).
- Time pressures (frequent "rush" jobs, urgent deadlines, etc.)

Employee's Signature _____

Date: _____

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