



## JOB DESCRIPTION

### *Administrative Assistant*

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**Supervisor:** Administrator

**Position Description:** This position is frequently the first point of contact with Symmes Township citizens and business people. A positive attitude and excellent people skills are of utmost importance. The position is primarily clerical; however, it does require professional level skill in certain task areas. Must be well organized and detailed oriented. Necessary to have ability to grasp and improve upon routine tasks. In addition to the Administrator, the Administrative Assistant (“AA”) also provides administrative support to the Director of Public Works.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

#### **EDUCATION, TRAINING AND EXPERIENCE**

- High school graduate (or equivalent).
- Training specific to the job skills, such as knowledge of telephone and computer systems.
- Prior knowledge of township government.
- Skilled in secretarial applications.
- Well organized and ability to switch between tasks.
- Advanced computer skills including solid knowledge of Microsoft Office applications.
- Customer relations orientation and enjoyment working with and helping people and co-workers.
- Ability to think creatively to improve processes and customer service.
- Able to speak politely to and communicate effectively with the public, co-workers and supervisors. Undertakes a team-oriented approach to work.

#### **DUTIES, CLERICAL**

##### Receptionist

- Helpful attitude toward all members of the public.
- Primary responder to incoming calls, determines needs and directs to appropriate resource. Grasps and is able to answer routine inquiries.
- Has working knowledge of county/township agencies as potential sources of information.
- Assists Administrator with clerical matters such as photocopying, scheduling meetings, preparing for and conducting meetings, compiling reports.



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- Retrieves, sorts, logs in and processes all incoming mail and correspondence.
- Able to understand and follow direction.
- Drops off mail to the post office during working hours.

#### Parks

- Primary contact for picnic shelter reservations and handles deposits for the shelters.
- Primary contact for field scheduling.

#### Office Assistant

- Provides clerical support for Administrator, and Director of Public Works.
- Records all requests for service from residents and businesses and forwards to appropriate department. Follows up as necessary with responding staff, residents and businesses to ensure responsiveness.
- Prepares the minutes for the Township Trustees meetings and provides the minutes to the Administrator for review prior to the meeting.
- Backs up Assistant to the Administrator in these skill areas: administrative, webmaster, events, property maintenance and planning, and therefore must possess basic knowledge of these functions in addition to regular duties.
- Assists Administrator in preparing materials for Board of Trustees including organizing and compiling reports.
- Assists Administrator in preparation of lighting district assessments.
- Responsible for knowing and undertaking compliance with the Township public records and master file filing and retention policies.
- Undertakes all other assignments as directed by the Administrator.

### **DUTIES, PARA PROFESSIONAL**

#### Parks

- Determines and implements fair and practical procedures for scheduling play fields.
- In association with the Crew Leaders, evaluates shelter and field operations and makes recommendations for improved processes and scheduling.
- Works with organized sports groups to serve their needs while keeping within established Township policies of use.

#### Personnel

- Assists the Administrator in all personnel functions.
- Holds primary responsibility for updating personnel registrations and programs.



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- Welcomes new hires and makes sure all personnel forms and registrations are completed.
- Primary point of contact for employees with questions on health and other township sponsored insurance programs and employee benefits.
- Responsible for ensuring that all personnel data, programs, reporting and registrations are up to date and compliant with regulations.
- Assists the Director of Public Works with worker compensation reporting responsibilities.
- Helps to coordinate Employee Assistance Plan and provides an accurate employee count for billing purposes.

#### Cemeteries

- Backs up Cemetery Sexton in researching and providing cemetery data. Must have knowledge of and access to cemetery tracking software.
- Assists in maintenance of cemetery records.
- Assists in annual cemetery survey.

#### Zoning Commission Secretary

- Serves as secretary to the Zoning Commission, distributes case materials, prepares facilities for meetings, verifies all required notices are published timely, creates minutes, works with the Township Planner to operate meetings.

#### **Tools and Equipment Used:**

Telephone, computer, fax machine, scanner, copy machine.

#### **Physical Abilities:**

Sit for extended periods, walk, (including over uneven terrain), use hands to handle or feel objects or controls, reach with hands and arms, drive a vehicle and hold a valid driver's license, lift up to 25 lbs. The physical demands described here are representative of those that must be met by an employee to perform successfully the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Work Environment:**

Professional office, some field work including park visits.



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Near Vision	20 / 40 acuity or higher
Far Vision	20 / 40 acuity or higher
Hearing	High
Speech Clarity	High