

FLOATER ADMINISTRATIVE CLERK

Department: As Assigned

Division: N/A

Appointing Authority: Finance Director

Grade: 7

Revision Date: 12/18

Bargaining Unit: C

Definition:

Performs routine and semi-complex secretarial, clerical, record keeping, data entry or administrative responsibilities and duties in the support services, customer service, and daily operations of the named municipal departments as assigned; all other related work as required that is logical to the position.

Supervision:

Employee may work under the direct supervision of the Chief Assessor and/or department head of the department assigned to, or his/her designee in performing work in those departments.

Performs no supervisory functions; works collaboratively with other departmental or town personnel.

Environment:

Duties are performed under typical office conditions. Operates typewriters, computers, calculators and other standard office equipment. Noise levels are usually quiet to moderate.

Has frequent contact with employees, town departments, outside boards or commissions, state agencies, outside vendors, community organizations and the general public.

Performs varied and responsible departmental functions requiring independent judgment to ensure compliance with applicable laws, rules, regulations, grant(s) compliance as well as departmental policies, procedures and methods.

Errors in duties or performance may cause an adverse impact on employee morale or public opinion; confusion and delay, lower standards of service for the town, or may cause legal or financial repercussions.

Essential Functions: The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

General Functions

Acts as receptionist and greets visitors, answers questions, relays messages, makes referrals as appropriate, records and refers complaints; may answer department telephone and handle daily correspondence; prepares minutes of meetings; maintains departmental records; performs office document filing; supplies information relation to policies, rules and regulations of the department; assists the general public with inquiries via personal discussion, telephone conversations, and by mail; prepares invoices for processing; orders department office supplies; screens incoming departmental correspondence; prepares statistical or others reports as requested by the public or as required by the department; schedules appointments and keeps supervisor apprised of meetings and commitments.

Assessor's Office

Performs variety of routine tasks to maintain tax files and property records, answers basic information questions by phone or in person regarding land parcels as to ownership, valuations, explanation of maps and various other similar matters. Transfer property record data from deeds received from Registry of Deeds.

Assist the public in filing applications for statutory exemption (i.e. Elderly, Hardship, veterans, Widows and Blind) explaining the qualifications. Prepares abatement forms for review and approval by the Board of Assessors. Corresponds with exemption applicants and maintains exemption clause records. Assist in mailing and filing of forms such as personal property business property, snowmobiles and boats, etc.

Conducts property owners address search for returned bills (i.e., send to correct owner.); maintains office files and establishes or updates filing system; opens and screens incoming departmental correspondence; assembles and enters new and revised data into computerized property record files; prepares and mails personal property forms of list; processes all real and personal property tax abatements; prepares and commits list to tax collector; prepares certified abutter's list for Board of Assessors as required by MGL Chapter 40A.

As assigned

Under general supervision of a Town Department head or designee, serve as administrative clerk performing duties such as answering phones, acting as receptionist, opening mail, responding to questions from the public or other Town departments; providing answers requiring knowledge of administrative aspects of the departmental responsibilities and operations. Responsible for coordinating the scheduling of space at facilities. Refer issues to supervisor or other appropriate staff.

Performs a variety of administrative and/or secretarial or clerk support activities for supervisor such as composing replies to correspondence on own initiative, interpreting and explaining procedures to inquiries from a variety of sources; summarizing reports and information to facilitate review by supervisor.

Establish and maintain departmental files, maintain confidentiality of information, departmental plans, files, etc. May prepare or type agendas, minutes, notices, correspondence, manuals or other document tasks as assigned. May assist in researching of information and compile data to prepare special or recurring reports. May prepare or process departmental invoices.

Minimum Qualifications:

Education and Experience: High School education including or supplemented by courses in office procedures and word processing; Associate's degree in office or business management or related field preferred. Three years of office experience preferably in a municipal environment in administration, secretarial or clerk practices, financial transaction record keeping and automated office systems and procedures preferred; or, any equivalent combination of education and experience that enables performance of all aspects of the position.

Knowledge, Ability and Skill: Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; familiarity with database programs and computer hardware and software systems with experience in MUNIS and PATRIOT environment preferred. Knowledge and skill in composition, grammar, spelling and punctuation and basic math.

Ability to interact in a positive and effective manner in a tactful and appropriate manner with the general public, and to establish and maintain positive work relationships with supervisors, coworkers, other departments, boards and commissions, the general public and personnel at all levels of authority using principles of good customer service.

Strong organizational skills in a multi-task environment required. Ability to plan and work independently, ability to work on and prioritize several on-going tasks. Must perform all aspects of job responsibilities with honesty and integrity.

Ability to keep accurate and detailed records using departmental computer software; apply organizational skills efficiently with attention to detail, and ability to operate standard office equipment. Ability to meet project and requisite deadlines and work effectively in pressure situations.

Ability to work some overtime hours during peak work periods.

Physical Requirements: Frequent sitting, talking, walking, and mental concentration for prolonged periods required; frequent use of hands and fingers in operating/using various office equipment; occasionally required to lift and/or move objects or books of up to 15 pounds; specific vision requirements include close vision for long periods of time and the ability to adjust focus, ability to distinguish color in graphs, charts, etc.; hearing ability requirements include ability to interact with subordinates, the public, elected or appointed officials and outside organizations.

Special Requirements: Must successfully pass CORI/ SORI checks. Must have a valid Class D Driver's license.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:

EXECUTED 12/11/2018 AND ON FILE IN THE HR DEPARTMENT

Human Resources Director

Date

Revision History: 6.14, 12.18

Mayor

Finance Director

[Clerical Review: _____]