

**Town of Natick
Job Description**

Position Title:	Special Assistant to Town Administration	Grade Level:	32
Department	Select Board	FLSA Status	Exempt
Reports to:	Town Administrator & Deputy Town Administrators		

Supervision Required: The employee works under the general guidance and direction of a Town Administrator and Deputy Town Administrators. Incumbent is expected to be a self-starter, leading a well-organized, professional office, being a resource to other town departments, and exhibit strong customer services skills. The employee must be passionate about their duty as a public employee, representing the Town to public/private partners, local businesses, and the general public.

Supervisory Responsibility: No direct supervisory responsibilities, though the employee exercises supervisory responsibilities over the operations of the Town Administrators office, including providing guidance and training as necessary to staff both within the department and town-wide.

Accountability: Errors and omissions in work could result in adverse public relations, missed deadlines, and legal repercussions.

Judgment: Work requires examining, analyzing and evaluation facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents, which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions.

Complexity: Work at this level involves different and normally unrelated processes and methods. The nature of the work is such that the determination of necessary steps and the sequence of their performance is a major part of the overall responsibility. While guidelines do exist, they often do not cover all situations encountered, calling upon the incumbent to exercise ingenuity and creativity to achieve goals.

Confidentiality: Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Work Environment: Work is carried out in a very busy office and, while it is mainly sedentary in nature, it does require much sitting, standing and walking. Interruptions are numerous, ranging from phone calls to in-person visits, responding to inquires and information needs. Because the office is busy, it is also susceptible to noise. Stress is present in this work due to the need to achieve work objectives while attending to the interruptions noted.

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Nature and Purpose of Contacts: Employee is expected to meet and deal with high standing private and public officials and be able to provide assistance to them in their diverse needs. Other contacts are with Town officials for the purpose of transacting Town business. Still other contacts are with attorneys, the press and other media, and representatives of Federal and State agencies for the purpose of giving and exchanging important information. Finally, contacts with fellow workers and with citizens are numerous, in which incumbent is called upon to provide assistance and information.

Occupational Risks: Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. 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.

- Provides highly responsible confidential and executive level administrative services to the Town Administrator and Deputy Town Administrator(s).
- Plans, directs and oversees the general work product and management of the Town Administrators office.
- Researches, prepares and types a variety of documents, requiring a high degree of attention and detail.
- Serves as an informational and administrative resource and provides senior-level assistance to department heads, town employees, town volunteers, boards and committees (including the Select Board) and the public, including conducting research within department files/databases, the Town charter, Town by-laws and laws/regulations of the Commonwealth.
- Schedules meetings and maintains calendars of Town Administrator and Deputy Town Administrator as requested.
- In the absence of the Select Board administrative assistant, attends and takes minutes of Board meetings.
- Coordinates the preparation of the Town Annual Report including production, proofreading material, and correcting errors, to ensure deadlines are met.
- Works with the Deputy Town Administrator with manage Town's insurance policies, processing insurance claims made to the Town, including maintaining a claims database and acting as the day-to-day point of contact with insurance companies.

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- Works with the Deputy Town Administrator to review, prepare and process water & sewer abatements, including drafting calculations, status sheets and ratepayers correspondence for review.
- Manages the Select Board's licensing activities and public hearings, including assisting applicants during the permitting process, conducting necessary research, and coordinating recommendations to the Select Board. Attend regular training by the state for licensing, including the ABCC, and prepare annual reports as may be required.
- Serve as the Department's Records Access Officer
- Assists Town Administrator in the development and coordination of special annual projects such as the Boston Marathon and the MathWorks Scholarship Program.
- Purchases and maintains inventory of supplies for office; prepares purchase orders and warrants of invoices for payment for the Collector.
- Performs other related duties of the class, as required.

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Minimum ~~high school diploma with successful completion of two (2) years of business school or college,~~ bachelor's degree preferred.
- Minimum (35) years of work experience progressively responsible administrative work in an office setting, include stenography, office management and computer operations.
- Candidate must be able to demonstrate possession of the required knowledge, skills and abilities to perform the work, inclusive of Excel, Word and PowerPoint, and the Google suite platform.

Knowledge, Abilities and Skill

Knowledge:

- Extensive knowledge of office management and administrative assistant principles and practices, including computer operations.
- Extensive knowledge of Town By-Laws and regulations, policies, programs and operations of the Town government in order to perform diverse standardized and non-standardized assignments calling for a high degree of judgment and

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- discretion to carry them out.
- Considerable knowledge of business English, grammar, punctuation and spelling.
- Considerable knowledge of and skill in stenography to take minutes of meetings and oral dictation from superiors with accuracy.

Abilities:

- Ability to plan, organize and oversee the work of a very busy office.
- Ability to motivate, train and direct a clerical support staff.
- Ability to maintain confidentiality of sensitive information.
- Ability to establish and maintain harmonious relationships with a wide variety of persons, including public officials, fellow workers and citizens.
- Ability to communicate effectively with others, both orally and in writing.
- Ability to prepare statistical and technical reports.
- Ability to work with a high degree of independence, attending to numerous details and completing assignments on time.

Skill:

- Skill in the use of office equipment, including computer, typewriter, word processor, calculator and other pieces of equipment.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

- There is little or no physical demand needed. The ability is required to lift up to 30 pounds.

Motor Skills:

- Duties may involve close hand-eye coordination and physical dexterity.

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Visual Skills:

- Ability to read, see, and differentiate between colors.

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