

**UNIFIED MANAGER'S OFFICE  
ADMINISTRATIVE ASSISTANT**

**FLSA STATUS:** Hourly

**REPORTS TO:** Deputy Manager

**UNION:** Non-union

**SALARY RANGE:** Village Grade 6

**WORK HOURS:**

In general, the regular work hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. However, hours may vary depending upon needs of the municipality. Occasional night meetings will be required. This position will be primarily located at the Village Offices at 2 Lincoln Street.

**OBJECTIVE/PURPOSE:**

Under the general direction of the Deputy Manager, provides administrative support to the Unified Manager's Office.

**ESSENTIAL FUNCTIONS:**

- Performs a full range of general administrative and clerical functions for the Manager's Office, the staff of which includes but may not be limited to the Unified Manager, Deputy Manager, Assistant Manager/Finance Director, Assistant to the Manager, and Human Resources Director.
- Prepares Town of Essex Selectboard and Village of Essex Junction Board of Trustees meeting documents and minutes, posts and distributes agendas, uploads meeting files to staff and boards, and website databases. Sets up conference rooms for meetings and tracks meeting room schedules. Maintains recording secretary schedules and coordinates with television broadcasting director as needed.
- Provides staff support for the Village's Bike Walk Advisory Committee and Tree Advisory Committee.
- Maintains and distributes contact list of Town and Village boards, commissions, and committees. Guides recruitment and advertising, tracks term expirations, handles onboarding and exit procedures.
- Prepares, proofreads and edits minutes, correspondence, memorandums, reports, manuals, brochures, policies, and procedures. Regularly composes routine correspondence for signature by the Manager, department heads, and other senior staff members.
- Performs key office reception functions such as answering phones, greeting visitors, referring questions and concerns to appropriate staff members, taking messages, making appointments, distributing a variety of written information, collecting payments, sorting and distributing incoming mail, taking outgoing mail, serve as a Notary Public, and

answering a wide range of questions about Town and Village policies, procedures, fees, schedules, events, services, and programs. Coordinates and schedules Village banners and/or other signage, requests for street closures, fireworks, etc.

- Orders and maintains supplies for Town and Village offices. Interfaces with various vendors at the Village offices when necessary and coordinates with other departments on ordering.
- Acts as the first point of contact for resident inquiries at the Village Office. Acts as administrative backup to Community Development Department when necessary. Facilitates and distributes calls for the Village Public Works Department.
- Manages the Unified Manager's calendar and schedules meetings as needed.
- Works within Readsoft system to handle invoicing for the Manager's Office. Processes reimbursements, tracks credit card purchases, and manages reimbursements for the Unified Manager.
- Schedules, plans and facilitates municipal and employee events as needed.
- Assists the Assistant to the Manager and others in preparation of a variety of external communications materials including, but not limited to, the Town and Village Annual Reports and Annual Meeting newsletters, press releases, brochures, etc.
- Acts as point person for internal communications, including but not limited to, preparing and distributing the Town/Village employee newsletter and materials for department head meetings.
- Serves as the point person for maintaining the webpages for the Manager's Office, Town Selectboard, and Village Trustees.
- Creates and posts materials to the Town and Village websites, social media pages, Front Porch Forum, or local newspaper and media outlets as needed. Posts and communications can include, but are not limited to, traffic updates, office closures, meetings, bids, public hearings, municipal events, due dates, and general notices.
- Monitors municipal-run and other sites and pages for content and feedback. Responds to comments/messages as necessary or directs questions or issues to appropriate department. Follows up on department response.
- Communicate and highlight municipal services and activities to the community. Examples include, but are not limited to, projects completed by municipal departments, festivals or events supported by the Town/Village, upcoming construction, department or employee awards and commendations, employment opportunities, proposals, or new legislation.

- Organizes and maintains a variety of general and administrative files and records (hard copy and electronic), including all bid files, contracts, agreements, leases, policies, procedures, and ordinances.
- Assists the Manager's Office in preparation of confidential materials, to include personnel and union/association negotiations related items. Has access to confidential paper and electronic files and drives.
- Additional duties as required or assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to communicate effectively verbally and in writing.
- Ability to interact well with co-workers, members of the general public, and other local and state entities in a professional and courteous manner at all times.
- Ability to manage confidential information and act with appropriate discretion at all times.
- Strong technological skills, including Microsoft Office Suite, Adobe, website management, and social media platforms.
- Strong problem solving skills. Ability to adapt smoothly to rapidly shifting work priorities and work effectively under stressful conditions.
- Strong customer focus and ability to work collaboratively to meet the needs of the community and of staff.
- Ability to practice active listening and provide impartial feedback and counsel.
- Self-awareness and ability to transition comfortably between leadership and support roles.
- Understanding of needs and demands of public service. Familiarity with regulations, funding restrictions, and public decision-making processes.
- Ability to work independently, make sound judgments, initiate ideas, work under pressure, and manage multiple priorities and deadlines.
- Must be able to accept and build off of constructive criticism. Must have a willingness to ask question and/or ask for direction when unsure of a task.
- Must possess strong customer service skills.

### **EDUCATION AND EXPERIENCE:**

- Associate's degree in an appropriate discipline, plus at least three years of relevant administrative experience, or a combination of education and experience from which comparable knowledge and skills are acquired.
- Previous experience working in public administration is a plus.

### **PHYSICAL AND MENTAL DEMANDS:**

### **Physical Demands**

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. Inability to meet one or more of these physical or mental requirements will not automatically disqualify a candidate or employee from the position. Upon request for a reasonable accommodation, the organization may be able to adjust or excuse one or more of these requirements, depending on the requirement, the essential functions to which it relates, and the proposed accommodation.

*\* Note: In terms of an 8-hour workday, “occasionally” equals 1% to 33%, “frequently” equals 34% to 66%, and “continuously” equals 67% to 100%.*

<b>*Physical Effort</b>	<b>Never</b>	<b>Occasionally</b>	<b>Frequently</b>	<b>Continuously</b>
1. Work in a Stationary Position			X	
2. Move/Traverse			X	
3. Bending Over		X		
4. Operate, Activate, and Use objects, equipment, etc.				X
5. Ascend/Descend stairs, equipment, etc.		X		
6. Position self (to) move		X		
7. Reaching Overhead		X		
8. Pushing or Pulling		X		
9. Communicate/Converse with other individuals				X
10. Detect/Perceive/Identify				X
11. Repetitive use of hands/arms				X
12. Grasping			X	
13. Move, Transport, Position, Remove				
10 lbs. or less				X
11 to 25 lbs.		X		
26 to 50 lbs.		X		
51 to 75 lbs.	X			
76 to 100 lbs.	X			

### **Mental Demands**

<b>Mental Effort</b>	<b>Never</b>	<b>Occasionally</b>	<b>Frequently</b>	<b>Continuously</b>
1. Thinking analytically				X
2. Communication				
Using effective verbal communication				X

Using effective written communication				X
3. Handling stress & emotions				X
4. Concentrating on tasks				X
5. Remembering details				X
6. Making decisions			X	
7. Adjusting to changes				X
8. Examining/observing details				X

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is typical of the modern office, and is generally quiet to moderately noisy.
- The work environment is typically moderate in temperature.

### **DISCLAIMERS**

- The above information is intended to describe the general nature of this position and is not to be considered a comprehensive statement of duties, activities, responsibilities and requirements. Additional duties, activities, responsibilities, and requirements may be assigned, with or without notice, at any time.
- This job description is not an employment contract nor is it a promise of work for any specific length of time.

### **EQUAL EMPLOYMENT OPPORTUNITY**

The Town of Essex and Village of Essex Junction are an Equal Employment Opportunity employers.

### **EMPLOYEE ACKNOWLEDGEMENT**

I have received and understand the requirements, essential functions and duties of this position.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date