

Town of Brewster

Position Title:	Department Assistant	Grade Level:	4A
Department	DPW Department	Date:	January 2017
Reports to:	DPW Administrative Supervisor	FLSA Status	Non-exempt

DEFINITION

Performs office, data entry, administrative and public service work assisting the Administrative Supervisor/Senior Department Assistant with the operation of the office; all other related work, as required.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are illustrations of the type of work 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.

Acts as a service representative to answer questions, solve problems, and deal with public works complaints; Answers the phone and assists the public, relaying information in person, verbally, in writing and by electronic media;

Performs accounts receivable and payable work; Issues invoices and makes payments; May prepare the payroll.

Coordinates service requests from the public, engineers, contractors and Town personnel

Keeps track of work crews, informs crews of problems requiring attention; serves as liaison between contractors and department personnel; logs and reports scheduled projects, problems and complaints.

Enters data, maintains records, update records, prepares and processes orders, requests and forms; prepares correspondence and reports.

Dispatches appropriate crew to the correct job locations; collects the correct documents from crews regarding projects, job assignments, etc.; reviews inventory sheets prepared by crews; prepares purchase orders.

Assists in the coordinating of work components, materials personnel, etc.

May attends day & night meetings, as required to produce a written record of proceedings;

Performs other similar or related duties, as required or as situation dictates.

SUPERVISION

Works under the general supervision of the Administrative Supervisor/Senior

Department Assistant, following department rules, regulations and policies; duties require the ability to plan and perform operations and independently complete assigned tasks according to prescribed time schedules.

WORK ENVIRONMENT

Work is performed in office conditions, with frequent interruptions to respond to requests for information or service; work is subject to fluctuations, and administrative and billing deadlines. Acts as a service representative to answer questions, solve problems, and deal with problems and complaints; disseminates information; on-call to respond to weather-related emergencies.

The employee operates standard office equipment and communications radios.

The employee has frequent contact with contractors, general public and town employees. The employee has access to department confidential information. Errors could result in delay of service and monetary loss.

RECOMMENDED MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

High school degree required; advanced training desired; Minimum one year office or related experience required; municipal experience preferred; or an equivalent combination of education and experience.

KNOWLEDGE, ABILITY AND SKILL

Knowledge of office practices and procedures; knowledge of the basic record keeping; basic knowledge of billing and collection processes; familiarity with town government. Knowledge or willingness and ability to learn state and local laws required to become proficient.

Ability to interact appropriately and tactfully with the public, ability to maintain detailed records; ability to provide basic information about the Department's policies and procedures; ability to work independently; ability to use a range of computer programs.

Skill working with people; managing details and multiple tasks with various deadlines; computer skills; interpersonal skills; organizational skills.

PHYSICAL REQUIREMENTS

Minimal physical effort is required to perform duties in office conditions. The employee is frequently required to stand, walk, sit, speak, hear and use hands to operate equipment. Vision requirements include the ability to read and analyze documents and use a computer.

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.