



TOWN OF MILTON Job Description

Title: Executive Assistant

Updated: May 1, 2021

Department: Town Manager

Reports to: Town Manager

OVERVIEW OF POSITION

This is highly responsible role focused on administrative, personnel and secretarial work of a complex and confidential nature in the provision of assistance to the Town Manager. Involves responsibility for the independent performance of varied administrative tasks and associated office management, including considerable contact and interaction with other staff members, administrators, visitors and official representatives of other municipalities and state offices. Necessary to support the Town Manager by performing a wide variety of administrative, clerical, receptionist, and supportive duties in addition to special projects. Assists HR Director with multiple tasks.

ESSENTIAL JOB FUNCTIONS

(The following are illustrative of the duties and responsibilities associated with this position and are not intended to be all-inclusive.)

Relieves Town Manager of routine administrative and office management details.

Provides administrative assistance to the Town Manager by screening calls, visitors, mail and email. Answers incoming calls in a polite and professional manner and accurately takes messages. Responds to complaints/inquiries in a timely manner. Explains policies and procedures exercising a great deal of independent judgment and decision making. Channels issues to other departments as appropriate, gathers all pertinent information and presents issues to the Town Manager, Department Head and/or others as appropriate.

Types and processes reports, memoranda, letters, agendas, minutes, announcements, bulletins, policies and procedures. Composes routine correspondence with limited or no direction from the Town Manager.

Prepares and processes formal legal notices, records legal documents, as may be appropriate, gathers official signatures necessary for certifications or other official records. Trains other office personnel in these tasks.

Establishes and maintains the filing system for the Town Manager's Office. May instruct other office personnel and users in the use and maintenance of the system.

Assists Town Manager with day-to-day calendar, prioritizes most sensitive matters. Arranges meetings and conferences, and ensures availability of personnel and materials for reports and presentations. Schedules meeting rooms for department and outside groups, resolving conflicts when they arise and acts as coordinator in the gathering of information and reports, collating them into a format for further review by Department Head.

Performs various financial recordkeeping duties with significant responsibility for accuracy and completeness including preparation and processing of purchase orders/invoices for various departments, assists in budget preparation and maintenance of budget accounts. Maintains general, legal, insurance liability claims and bid files.

Prepares and process agendas, special reports, correspondence and other materials for signature. Attends and takes minutes at evening Selectboard meetings. Composes and types letters, memos and notices for signature of Town Manager.

Proficiency using various software and systems, including Microsoft Windows Word, Excel, PowerPoint, Outlook, Adobe Acrobat PDF and various job-specific software in an accurate and independent manner.

Provides assistance and coordination to Human Resources Director with programs, functions and best practices, including administrative tasks, creation and maintenance of HR files and systems, staff recruitment and retention, training, wellness, etc. to improve HR processes and polices that enhance employee satisfaction.

Maintains a high level of confidentiality, especially with regard to personnel records and information. Must maintain an effective working relationship with other employees, public officials, including the general public and to effectively and discreetly convey information.

Promotes and maintains responsive community and staff relations.

Develops office procedures, and system forms. Drafts ordinances and polices for review by the Town Manager.

Member of Administrative Corp

Other related duties as assigned.

SKILLS AND QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of the functions and departments of governmental jurisdictions in general, and in particular the departments in which the employee works.

Time management skills and ability to meet deadlines. Excellent verbal and written communication skills. Strong multitasking skills. Problem-solving and decision making skills.

Thorough knowledge of the principles and practices of office management and conduct, including procedures, equipment and systems. Ability to act as gatekeeper and transition relevant information to Town Manager and others as needed. The ability to work independently and exercise direction and judgment in conformance with policies and procedures. Thorough knowledge of business English, spelling, punctuation, and arithmetic.

Thorough knowledge of computers with word processing, spreadsheet, email, presentation and PDF editing software applications, calculators, duplicating and facsimile equipment, etc. Familiarity with multi-line phone system. Familiarity with creating and facilitating remote and hybrid meetings (remote and in-person attendees) with tools such as Zoom.

Ability to type with speed and accuracy from notes and/or tapes. Thorough knowledge of in-depth filing systems, and ability to maintain systems in an orderly and logical fashion, and training others in its use. Ability to keep complex records, and to assemble and organize data from such records.

Ability to maintain a high level of confidentiality, especially with regard to personnel and insurance records and information.

Ability to work independently and to exercise direction and judgment in conformance with the applicable policies.

Ability to deal with Department Heads, staff, and visitors tactfully and courteously on a continuing basis.

Ability to establish and maintain effective working relationships with other employees, public officials, and general public, and to effectively and discreetly convey information.

Education or Formal Training:

Associates Degree preferred. May substitute two (2) years of work experience, as well as any professional administrative certification or coursework, for education.

Experience:

Prefer six (6) years of prior administrative/secretarial experience, preferably in a comparable sized municipality, in progressively responsible positions. Advanced course work at the college level or specialized training in secretarial science or an allied field may substitute for a portion of the prior work experience.

EQUIPMENT USED:

Telephone, personal computer, printer, copier, fax, postage meter, dictation machine, calculator and other typical office equipment.

WORKING ENVIRONMENT AND PHYSICAL ACTIVITIES:

A typical office environment which requires sitting most of the day. The ability to move and position boxes of files which includes bending, pushing, pulling, reaching, and occasional lifting of up to 25 pounds.