

TOWN OF MILTON

Job Description

Title: Administrative Assistant II

Department: Town Clerk/Treasurer's office

Reports to: Town Treasurer and Town Clerk

Updated: December, 2022

Overview of position

This position is responsible for a wide variety of administrative, clerical, receptionist and support tasks. This position is considered the first in line to provide customer service at the counter and on the phone, and to receive and process payments for the Treasurer's office. In addition, this position will perform transactions necessary to issue a variety of licenses, permits and certificates. There is an expectation and emphasis on accuracy and attention to detail.

ESSENTIAL JOB FUNCTIONS

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

- Perform general reception duties; answer general questions from the public at the counter, on the phone and via email, and direct inquiries to the proper departments.
- Receive and accurately process payments of water, sewer and tax bills, and a variety of other fees.
- Maintain a friendly, neutral, cooperative and professional attitude with other employees, town officials, title researchers and general public.
- Provide responses to public inquiries, which may require the conduct of basic research of files, land records, meeting minutes and other public records.
- Open and sort incoming mail; prepare outgoing mail.
- Perform necessary steps to issue licenses, certificates and permits to the public, including dog licenses, motor vehicle renewals, marriage licenses, birth and death certificates and all other licenses and permits.
- Work under general supervision of the Town Treasurer and Town Clerk, and comply with all applicable procedures, policies, rules, regulations, ordinances, State and Federal laws.
- Assist the Town Treasurer with database maintenance, mail merges and mailing tax bills as requested.
- Assist the Town Clerk with local, State and Federal elections.
- Maintain file indexes, database entries and type documents as required.
- Other duties as assigned.

QUALIFICATIONS

Knowledge, Skills and Abilities

Requires a working knowledge of office equipment, procedures, and practices, a working knowledge of business English, spelling and arithmetic. Requires ability to maintain general and specialized office files and perform varied clerical bookkeeping, recording and processing functions. Requires ability to communicate effectively both verbally and in writing. Confidentiality and discretion is a key component of this position.

Education or Formal Training

High school diploma or its equivalent

Experience

Customer service and two years of general clerical or office support work experience preferred.

EQUIPMENT USED

Telephone, personal computer, printer, scanner, copier, fax, calculator, typewriter and other typical office equipment.

WORKING ENVIRONMENT AND PHYSICAL ACTIVITIES

A fast paced office environment that requires a great deal of standing and walking. This position is a key focal point for many residents of and other visitors to the municipality. Must have the ability to perform multiple tasks at once due to the constant interruptions by the telephone, counter contacts, attorneys, realtors and other employees. The ability to move and position boxes of files which includes bending, pushing, pulling, reaching, and occasional lifting of up to 25 pounds.