

Town of Truro

Job Description

Office Assistant 2

Title: Office Assistant 2 (OA2)
Classification Code: Grade 9
Reports to: Department Head
(Appointed by the Town Administrator)

Salary Basis (Hourly):
LIUNA union

Weekly Hours:

Work week is thirty-five (35) hours per week, full-time position. Works under the supervision of the Department Head.

Job Environment:

Work is performed in a typical office setting. Must be able to interact well with fellow employees and the public in a courteous, helpful and respectful manner and willing to lend assistance where needed.

Specific Duties:

The essential functions or duties listed below are intended only as illustrations of the various types 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.

1. Responsible for maintaining filing system; assists Supervisor in maintaining and updating software systems and documents.
2. Performs various clerical duties, including filing, record-keeping, phone, data processing, etc. Receives and logs calls and files material as received.
3. Responsible for greeting the public and directing them to appropriate personnel, activities, areas, etc.
4. Typing and use of basic Microsoft programs, including Word, Excel, Access, Outlook and Department specific programs required.
5. Ability to follow orders and use independent judgment when needed to successfully complete assignments.
6. Ability to communicate clearly both orally and in writing.

7. Ability to understand and explain basic department services and programs and able to access basic information for visitors when appropriate.
8. Responsible for updating Town website with relevant and appropriate content as needed. Assisting with social media posts, e-newsletter submissions, email reminders, and other public communications as applicable.
9. Responsible for scheduling for department(s), public areas, and/or programs.
10. Assists Department Head with press releases, department budget, payroll, personnel scheduling and grant bookkeeping.
11. Ability to exhibit patience and diplomacy with the public.
12. *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 essential functions.*

Regularly required to maintain a stationary position, move about the inside of the building, position self to reach low objects (objects under desks, in filing cabinet drawers or in/under child-sized furniture); must be able to manipulate objects, tools or controls, and be able to pick up and use paper, books, and other common office objects. Ability to communicate with members of the public and exchange accurate information. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed. Frequently moves equipment within the building and grounds weighing up to 50 lbs.

13. Responsible for ordering supplies and monitoring inventory.
14. Responsible for collecting/ tracking data and compiling reports.
15. Complete other relevant tasks as needed.

(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.)
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