

**OFFICE ASSISTANT  
CONSERVATION/HEALTH/BUILDING**

**Position Purpose:**

The purpose of this position is to perform responsible administrative, clerical and record keeping work to assist the Building, Health and Conservation Departments and the public; performs all other related work as required.

**Supervision:**

*Supervision Scope:* Performs some routine tasks and some varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of considerable judgment to independently complete assigned tasks and analyze the facts or circumstances surrounding individual problems in situations not clearly defined by precedent or established procedures.

*Supervision Received:* Works under the direction of the Health/Conservation Agent; unusual situations or questions are referred to supervisor.

*Supervision Given:* None.

**Job Environment:**

Work is performed under typical office conditions; the noise level is moderate at times. Operates a computer, facsimile machine, copier, typewriter, and other standard office equipment. Some remote work may be assigned.

Makes frequent contacts with the general public, local trades professionals, other town employees, the Conservation Commission and Board of Health. Contacts are in person, in writing, and by telephone and involve an information exchange dialogue.

Errors could cause confusion and delay of department services, have legal and/or financial repercussions, and result in adverse public relations.

**Essential Functions:**

*(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.)*

Assists the public in-person, by phone, and by e-mail; provides assistance to those seeking information on a variety of Building, Health and Conservation permit applications and related information; assists the public in locating and copying permits and other information in Department files.

Assists Building, Health and Conservation Departments in revising and maintaining filing systems; assists departments in maintaining and updating Excel and Access spreadsheet files used to track permits. May assist in implementing/ maintaining e-permitting and e-files.

Performs various clerical duties, including filing, recordkeeping, phone, data processing, etc. Receives, logs and retrieves septic system inspection reports, conservation filing material, such as Notices of Intent, Requests for Determination, etc.

Utilizes basic office software and department-specific software programs.

Prepares and sends form letters to individuals and groups, including business owners, homeowners, etc.

Assists the public with the documentation required for applying for various permits required under federal, state and local regulations and applying federal, state and local regulations.

Provides assistance to department head with general office work as needed, including routine filing and correspondence.

Posts agendas, drafts decisions, and prepares minutes for boards and committees in accordance with Open Meeting Law as assigned.

Assists with disseminating information to the public via website, social media, Town Newsletter, etc.

Collects, deposits, and tracks application and permit fees and other departmental fees in accordance with pertinent policies and procedures.

Assembles department payroll, prepares department bills payable, and tracks budget, permits and monetary statistics.

Processes and records permits and prepares related reports/ receipts.

Responsible to ensure that necessary supplies specifically required by the department are available as needed.

Coordinates inspections for Health, Conservation and Building departments.

Interacts with fellow employees and the public and professionals in a courteous, helpful, respectful, patient and amiable manner and be willing to lend assistance where needed.

Performs similar or related work as required, directed or as situation dictates.

### **Recommended Minimum Qualifications:**

#### **Education and Experience:**

High school education with courses in office procedures and business practices; at least one year of progressively responsible office experience; one year experience in building, health or conservation desirable; or any equivalent combination of education and experience.

Knowledge, Ability and Skill:

*Knowledge:* General knowledge of pertinent municipal bylaws preferred. Thorough knowledge of office procedures, practices and terminology. Complete knowledge of the use of office and data processing equipment. Basic knowledge of bookkeeping techniques. General knowledge of local government and its operations helpful.

*Ability:* Ability to deal with the public in a courteous and tactful manner. Ability to maintain multiple filing systems. Ability to attend to a number of details occurring simultaneously and do so with accuracy. Ability to communicate effectively with the public, coworkers, other employees, departments, officials, and other agencies. Ability to follow direction, as well as ability to work independently and use independent judgement when needed to successfully complete assignments. Ability to exercise patience, respect, and courtesy in interactions with the public and other staff members.

*Skill:* Skill in the use of computer technology, bookkeeping, and record keeping. Ability to use word processing and spreadsheet applications. Excellent customer service and public relations skills. Skills in operating above mentioned equipment. Excellent communications skills in-person, by phone, and by written word.

Physical Requirements:

*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); 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.

*(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.)*