



Position Title: ADMINISTRATIVE SECRETARY II

Grade: 5

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| DEPARTMENT: | Engineering and Water Pollution Control |
| REPORTS TO: | Director of Engineering and WPCA Plant Superintendent |
| SUPERVISORY: | None |

Position Purpose:

The purposes of this position are to provide highly proficient secretarial and clerical support services to the offices where assigned, appropriately receive all office visitors, answer, respond to and filter incoming telephone calls, answer questions and appropriately refer calls and/or inquiries, may collect and ensure accuracy, and transmit fee revenues to the finance office, and assists in the preparation of accounts payable, generate reports and maintain accurate files. An Administrative Secretary II is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Supervision:

Supervision Scope: Performs a wide variety of routine and specialized secretarial and clerical responsibilities requiring a strong working knowledge of the office functions and the flow of work where assigned, automated and manual record keeping systems and techniques, and fee collections.

Supervision Received: Works under the general direction of the Town Engineer, the Plant Superintendent and the Assistant Plant Superintendent or as assigned and according to standardized office procedures.

Supervision Given: None.

Job Environment:

Work is performed in a moderately noisy outer office that may be subject to temperature fluctuations; work periodically becomes extremely busy due to seasonal and other fluctuations in the demand for services in the office(s) where assigned.

Requires the operation of telephones, computers, calculators, copiers, facsimile machines, and other standard office equipment. While performing the duties of this job, the employee is frequently required to sit, talk and/or hear; occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and, reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. This position requires the ability to operate a keyboard and calculator efficiently. The employee must be able to hear normal sounds, distinguish sound as voice patterns and communicate through human speech using American English.

Makes frequent contact with the public, other staff members and periodic contact with other municipal departments, government agencies and representative organizations; communication is frequently in person, by telephone, email correspondence and standard or specialized reports; contacts require that all communication be conducted in a courteous and efficient manner.

The information processed or handled is considered subject to the public's right to know, some is confidential; however, all information should be treated discretely; personal information about customers should be treated confidentially.

Errors in judgment or omissions could result in confusion and delay, could affect the work of other employees, be costly to correct, result in legal complications including potential litigation for the community and result in the loss or delay of service delivery, and could reflect adversely on the perception of the department's competence.

Essential Job 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.)

- Performs general office administrative functions such as appropriately greeting office visitors, responding to information requests, preparing and producing correspondence, routine reports, plans, maps and other documents including statistical data; performs filing and retrieving documents; prints and makes copies; prepares packets of information for distribution; assembles information for review; reviews and routes office mail; coordinates work with other staff and town functions.
- Answers the telephone and/or emails, responds to inquiries and refers callers/visitors as appropriate; refers complex matters beyond his/her expertise to the appropriate person or his/her supervisor; responds appropriately to information requests by the public, other town staff and other organizations; places telephone calls as requested.
- Provides secretarial/clerical support for all office staff as assigned, requested or directed in a courteous, business like and efficient manner according to established office and common business-like practices; may coordinate one or more at a time sensitive appointment calendars and assists in the efficient administration of the departments' workloads.
- Collects fees for materials, permits and licenses issued by the office; maintains records of all income collected by category with supporting detail in an approved manner and periodically verifies totals; prepares monthly revenue reports and transmits revenues as required to the finance office for summary recording and deposit.

- Organizes and prepares materials such as administrative regulations and meeting announcements, program guides, activity schedules and other office publications; may be required to set up and maintain manual or electronic filing and other organization systems in a current and accurate condition; may be required to take and/or produce minutes for one or more boards/committees.
- Prepares and processes department and/or unit purchase requisitions; may purchase and obtain office supplies and other materials.
- Independently prepares routine correspondence, forms and other standard communications or materials used by the office.
- Assists in maintaining a professional office appearance; organizes his/her work for completion in a timely manner.
- Maintain databases for excavation permits, driveway permits, licenses and yearly renewals.
- Maintain insurance and bonding updates.
- Maintains transfer station and submits monthly, quarterly, & yearly reports to the State of CT, making sure reports are accurately submitted in a timely manner.
- Prepares and update reports as required for both the departments.
- Maintain database for sewer permits and related work.
- Collects data from building office to generate inspection billing.
- Compare computer prepared data against source documents for accuracy.
- Performs calculations, posting and verifying of records to maintain the sewer assessment, use charges and connection inspection billing and other related billings or charges.
- Prepares sewer use and assessment information for entry in automated revenue system or enters and retrieves information directly for sewer billing.
- Performs accurate computation in examining, verifying and correcting payment amounts.
- Balances and reconciles billable sewer connection inspections monthly and annually.

- Review monthly Water Pollution Control Authority meeting minutes.
- Receives sewer-related telephone calls and other public inquiries and directs the call to the appropriate departments.
- Make inspection sheets for the homes sewer inspection in project areas using Killingly street-card for correct measurements.

Other Job Functions:

- May be required to assist with events and meetings in and out of the office.
- Administers one or more calendars/schedules within the office, for meetings, locations and spaces.
- May assist staff in other offices including providing switchboard coverage.
- May use specialized computer applications to develop and produce items such as marketing/information materials, statistical and other descriptive reports, targeted mass mailings, and contact qualifications.

Minimum Required Qualifications:

Education, Training and Experience:

Must have successfully completed and graduated from an accredited high school or possess a GED from an approved institution; must have more than three years of experience performing work of a like or similar nature; prior secretarial/clerical experience is preferred; or any equivalent combination of education and experience.

Special Requirements:

Must be personally well organized and capable of working with a broad range of assignments within the office(s) where assigned.

Knowledge, Ability and Skill:

Knowledge: Must have a strong knowledge of good contemporary office procedures and the background to master the routine use of the Town's automated and manual information systems at an intermediate level, and to use proficiently e-mail, word processing, spreadsheet and database applications; must know how to validate the accuracy and completeness of work using automated and manual systems; must know how to use all standard contemporary office equipment and one or more specialized applications e.g., GIS

Ability: Ability to accurately and efficiently maintain extensive, detailed and confidential

records using automated and manual information systems; ability to accurately compute fees and charges; ability to work daily with a computer keyboard keying at least 50 words per minute and display screens; ability to learn and successfully apply new information from varied sources; ability to learn and support the timely flow of information through the office and its administrative concerns; ability to establish and maintain effective working relationships with other employees and customers; ability to differentiate differences between public and confidential information and maintain appropriate discretion; ability to be flexible in responding to work demands that are subject to varied conditions; ability to communicate effectively verbally and in writing

Skill: Strong verbal and written communication skills; clear legible handwriting; aptitude for completing work within established deadlines; skill in using the above-mentioned tools and equipment

Physical and Mental Requirements:

The work is primarily of an intellectual nature but requires a variety of physical capabilities. While performing the duties of this job, the employee is frequently required to sit, walk, talk and/or hear; to use hands to finger, handle, or feel objects, tools, or controls; and, reach with hands and arms. The employee must be able to access all areas within the office. The employee must occasionally lift and/or move up to 10lbs and periodically up to 30lbs. May be required to handle and file specialized documents such as building and plot plans of various standard sizes. Specific vision abilities required by this job include close vision, perception of colors or color changes, distance vision, depth perception and the ability to adjust focus. This position requires the ability to operate a keyboard and personal computer efficiently. The employee must be able to hear normal sounds, distinguish sound as voice patterns and communicate through understandable human speech using American English.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)