

Executive Assistant to the Town Manager

Summary

Reporting directly to the Town Manager, works independently performing a wide range of complex and confidential administrative and clerical support duties. Requires excellent communication and interpersonal skills and ability to provide information and service to a wide range of internal and external contacts. Requires developing knowledge of municipal policies and procedures. Includes responsibility for executive office management as appropriate.

Typical Duties

1. Provides a wide range of complex office administration and support to the Town Manager.
2. Serves as administrative contact and liaison with constituents and external contacts. Develops internal and external communication and outreach programs through multiple media on behalf of Town Manager.
3. Develops, implements and administers departmental office systems and procedures. Interprets and communicates policies and processes.
4. Promotes, and encourages collaboration and leads in seeking new ways to share resources, ideas and best practices in order to optimize service delivery organization wide.
5. Answers and monitors follow up action steps on correspondence. Gathers and analyzes information required for administrative reporting.
6. Monitors pending items list, and keeps the Town Manager informed about projects and issues of importance. Provides Town Manager with accurate and timely information to support decision-making and policy direction.
7. Assists in accomplishing Town Manager's Goals and Objectives, Town Master Plan, organizational initiatives and priorities, and participates in developing strategies for their accomplishment.
8. Provides wide ranges of support including: keyboarding, composing and editing letters, memoranda, reports, presentations, cases. Prepares copy for publication or submission of grant proposals and/or reports.
9. Uses multiple technical applications including word processing, database management, spreadsheets, graphics and presentation software, electronic calendar, email, and other technical applications.
10. Serves as principal contact for Town Manager's office.
11. Manages and coordinates complex calendars.
12. Arranges events, trainings, meetings, appointments, and travel arrangements for Town Manager's office.
13. Purchases and maintains inventory of supplies for manager's office.
14. Performs research work and summarizes findings.
15. Creates and maintains filing system(s).
16. Answers and routes phone calls, mail and e-mail messages and may handle a wide-range of information dissemination.
17. May assist in training, scheduling, and distributing work of interns, casuals, or temporary staff/volunteers.
18. Contributes to Town Management effort by accomplishing related duties as required.

19. Performs or assists with job functions of other offices during employee absences, busy periods or as directed by Town Manager.
20. Performs other related duties as required, as well as other duties as may be assigned from time to time by the Town Manager.

Familiar with and executes safe work procedures associated with work assigned.

Requirements Education: College degree preferred, or an equivalent of education plus experience in an office environment. Prior work experience in municipal government is a plus.

Skills and Experience: Five plus years of increasingly responsible secretarial and administrative support work for management personnel. Strong customer service skills required. Solid working knowledge of office processes and business policy development, and of related computer software and electronic communications tools. Proven interpersonal skills with experience providing complex administrative support in a high-profile environment with tact and diplomacy. Experience managing to a budget and with multiple deadlines required. Ability to work across teams and with a variety of projects and constituencies.

PHYSICAL ACTIVITY REQUIREMENTS:

PRIMARY REQUIREMENTS

LIFT up to 10 lbs.: Occasionally required.

LIFT 11 to 25 lbs.: Occasionally required.

LIFT 26 to 50 lbs.: Rarely required. Assistance may be available.

LIFT over 50 lbs.: Rarely required. Assistance may be available.

CARRY up to 10 lbs.: Occasionally required.

CARRY 11 to 25 lbs.: Occasionally required.

CARRY 26 to 50 lbs.: Rarely required. Assistance may be available.

CARRY over 50 lbs.: Not required.

REACH above shoulder height: Occasionally required.

REACH at shoulder height: Frequently required.

REACH below shoulder height: Occasionally required.

PUSH/PULL: Occasionally required.

HAND MANIPULATION

Grasping: Frequently required.

Handling: Frequently required.

Torqueing: Rarely required.

Fingering: Frequently required.

Controls and Equipment: Computer; telephone; copy and fax machines; typewriter; calculator.

OTHER CONSIDERATIONS

Twisting: Rarely required.

Bending: Occasionally required.

Crawling: Not required.

Squatting: Rarely required.

Kneeling: Rarely required.
Crouching: Not required.
Climbing: Frequently required.
Balancing: Not required.

WORK SURFACE(S): Standard office desk and chair. Computer workstation.
Carpet and tile floors.

DURING AN 8 HOUR DAY, EMPLOYEE IS REQUIRED TO:

Consecutive Hours

Sit 1

Stand 1

Walk 1

Total Hours

Sit 7

Stand 1

Walk 1

COGNITIVE AND SENSORY REQUIREMENTS:

Talking: Necessary for communicating with others.

Hearing: Constantly required when communicating with staff, vendors and public.

Sight: Constantly required when working on accounts.

Tasting & Smelling: Not required.

SUMMARY OF OCCUPATIONAL EXPOSURES:

Some exposure to cleaning fluids and copier toner.

Job often entails routine and repetitive tasks that, once learned, can be executed under general Supervision.

Employee may encounter various weather conditions while going to meetings, during travel or running other errands.

Employee is rarely required to do any lifting. Employee is typically able to sit and stand as needed.