

Town of Clifton Forge  
Administrative Assistant/Clerk of Council

Function

Purpose of classification:

Under minimal supervision performs highly responsible clerical and provides administrative support services for and with the Town Manager and Town Council. Work involves overseeing office management functions and providing support services for the Town Manager, Town Council and often department activities and/or projects. Work also involves assisting in a variety of information and involvement services and projects. Employee is responsible for independently responding to and handling a variety of inquires and requests for information and assisting staff, public agencies and community organizations in preparing information for dissemination.

Compiles accurate, concise, factual documentation and presents them in a timely manner; demonstrates foresight and sensibility in setting goals; is effective in developing microcomputer applications which enhance productivity; handles complaints and request for services or information promptly and tactfully; communicates effectively to groups and individuals in both oral and written form; adheres to all policies and procedures when carrying out personnel related functions.

Employee must exercise exceptional independent judgment, initiative, and attention to details in completing all responsibilities. Employee must also demonstrate considerable knowledge, tact and courtesy in frequent interactions with customers, public officials, administrators, staff and community members.

Immediate Supervisor: Town Manager

1. Independently oversees office management functions to include assisting customers and handling all information inquires and requests based on detailed knowledge of Town and Department services and programs; and makes appropriate referrals.
2. Oversees and conducts all registration and arrangements for classes, programs, meetings, trainings, and conferences; maintains participant lists and records; assists in publicity/advertising; prepares and distributes notices and event information for participants; attends meetings and takes notes/minutes as requested and prepares in appropriate each format.
3. Utilizes a variety of computer software programs for word processing, desktop publishing, graphics, presentations and communications. Purchase office supplies, computer equipment and software for department, assists other Town departments with communications and public information as needed or requested.

4. Utilizes appropriate computer software programs to prepare a variety of accurate, informative, and creative informational materials to include, but not limited to correspondence, documents, minutes, brochures, publications, promotional materials, prepares materials that involve detailed formatting and layout techniques.
5. Designs and maintains a variety of community information and resource directories, and guides for reference/referral, publication, and web communications; continually updates information through research and personal contact; prepares, formats and publishes community resource information in a variety of formats as needed or requested.
6. Prepares notifications soliciting information for Town publications and other informational materials; assists in researching, compiling and editing information for publication or web communications; assists in format and layout utilizing desktop publishing and web page design programs; assists in proofing and final draft preparations; makes arrangements for preparation, mailing and distribution of publications as needed.

Qualifications:

Performance Indicators:

Knowledge of Job: Has general knowledge of the policies and procedures, organization and functions of the Town Manger, Town Council, boards and committees. Has general knowledge of the principles and practices of the Town Manger. Has general knowledge of the facilities and equipment needed in broad Town programs. Has general knowledge of the philosophy and objectives of public service programs. Has general knowledge of the standard resources, materials, practices and facilities utilized in comprehensive community education program. Has general knowledge of modern office practices, procedures, equipment and standard clerical techniques. Has general knowledge of arithmetic, grammar punctuation and vocabulary. Has general knowledge of policies, procedures and practices. Is skilled in the operation of common office machines, including computer. Is skilled in the use of popular computer-driven word processing, database, and spreadsheet software programs. Is able to maintain a variety of moderately complex records. Is able to type with accuracy at the speed required by the position. Is able to communicate effectively in oral and written form. Is able to exercise independent judgment, discretion and initiative in completing assignments and handling public contact situations. Is able to establish and maintain effective working relationships with co-workers and the general public as necessitated by work assignments.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Maintains high quality communication and interacts with all departments, co-workers and the general public.

**Quantity of Work:** Maintains effective and efficient output in a timely manner of all duties and responsibilities..

**Dependability:** Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability and responsibility for meeting assigned duties/projects in the technical, human and conceptual areas.

**Attendance:** Attends work regularly and adheres to Town policies and procedures regarding absences, tardiness and sick leave. Provides adequate notice to Town Manager with respect to vacation time and time-off requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies problems or situation as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situation. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment. Exercises proper judgment in addressing personnel, personal, inter and intra department needs.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarifications of results or consequences are justified i.e., poor communications, variance with Town policy or procedures, etc.

**Relationships with Others:** Shares knowledge with supervisor for mutual and Town benefit. Contributes to maintaining high morale among all Town employees and Departments. Develops and maintains cooperative and courteous relationships with department employees and Directors in other departments, to project a good Town image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the Town. Emphasizes the importance of maintaining a positive image within the Town. Interacts effectively with fellow employees, Town Manager, professionals and the general public.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings and deadlines.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Tools and Equipment : Is able to use at a minimum:

Knowledge of public relations procedures and techniques.

Knowledge of supervisory techniques.

Calculator

Typewriter

Computer and printers

Telephone

Communications and Equipment

Copier

Binding Machine

Postage Machine

Fax Machine

Essential Duties and Responsibilities: To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions. Other duties may also be assigned.

Prepare council agenda; distribute meeting materials and correspondence to all

Councilors, appropriate Town personnel, media, public agencies and citizens.

Attend all council meetings, take minutes, record votes, and type and proof minutes in a timely manor

Maintain council files for availability upon request.

Maintain Ordinance and Resolution Books in Chronological order and distribute certified copies to appropriate officials.

Maintain current and accurate listing of membership on all Council appointed boards and committees; furnish to Councilors and appropriate Town Personnel on a periodic basis.

Furnish to newspaper necessary information to publish advertisements for public hearings and other required notices as a result of council action.

Maintain the Town's web page site.

Provides graphic and computer based advertisements, displays, brochures and articles.

Serving as Deputy Clerk to the Town Council; preparing and maintaining official Town records and files.

Prepares a variety of complex and/or confidential material.

Provides administrative support for a variety of committees.

Notifies applicants of Town Council action regarding agenda items.

Keeps track of agenda items; advertises items required by State and/or Town Code Requirements.

Updates Town code; distributes updates to appropriate Town personnel.

Undertakes special projects as assigned by Town Manager.

Performs related tasks as required.