



**TOWN OF FRAMINGHAM
MASSACHUSETTS**

**RFP # 17-051
October 31, 2016**

**NOTICE OF VACANCY
October 31, 2016**

POSITION: Administrative Assistant

DEPARTMENT: Inspectional Services

SALARY: M1 \$34,877 - \$41,669

HOURS: Monday – Friday 8:30am to 5:00pm

Statement of Duties: Employee provides a range of clerical and administrative duties in support of the department's day-to-day operations. Employee is required to perform all similar or related duties.

Supervision Required: Under the general supervision of the Director of Inspectional Services, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed.

Supervisory Responsibility: Employee is not required to regularly supervise other town employees.

Confidentiality: In accordance with the State Public Records Law, employee has access to confidential information of the department such as criminal, and department records in accordance with HIPPA regulations.

Accountability: Consequences of errors or poor judgment may include missed deadlines, jeopardize programs, and adverse public relations.

Judgment: Numerous standardized practices, procedures or general instructions govern the work performed and in some case may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice or procedure, regulation or guideline.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: Employee performs work in a municipal office setting subject to frequent interruptions.

Nature and Purpose of Relationships: Relationships are primarily with co-workers, other municipal department staff, and user groups involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with uncooperative or uninformed persons.

Occupational Risk: Risk exposure is similar to that found in an office setting.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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. Performs a range of administrative and clerical services including but not limited to greeting and directing visitors, answering and transferring phone calls, processes department mail, processing of the department's payroll and accounts payable, maintaining department records and files; enters data such as complaints onto the department's data base management system and scans plans and documents.
2. Serves as liaison between the public and the staff regarding department services.
3. Orders and maintains a detailed and accurate inventory of office supplies.
4. Maintains Public Information Pamphlets and Brochures.
5. Processes permits issued by the Department.
6. Receives and turns over all fees collected to the Town Treasurer's Office.
7. Scan plans and documents as needed on a daily basis.
8. Reads and interprets literature for residents receiving services.
9. Assists Department Inspectors to maintain detailed and accurate inspection records and permits.
10. Records all staff meeting minutes.

Recommended Minimum Qualifications:

Education and Experience: Must have an Associate's Degree, and three to five (3-5) years of office experience; or an equivalent combination of education and experience.

Special Requirements: Fluency in the Portuguese and/or Spanish language is preferred.

Knowledge, Abilities and Skill

Knowledge: Knowledge of department office procedures, department programs, policies and procedures including facility permitting and scheduling operations; Knowledge of technology including but not limited to office software (word processing and spread sheet applications) and use of the Internet and email systems in support of department operations.

Abilities: Plan and prioritize work, and perform multiple tasks, maintain confidentiality, work independently, and be self-motivated. Ability to deal effectively with disgruntled members of the public and to maintain confidential information. Ability to converse and interpret the Portuguese or Spanish language.

Skills: Proficient customer service skills; proficient written and oral communication skills, and good common sense. Proficient data processing and personal computer keyboarding skills.

Physical and Mental 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 position's essential functions.

Physical Skills: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, kneeling, twisting, reaching with hands and arms, and standing. The employee is occasionally required to lift, push, or pull objects such as books, office equipment and computer paper.

Motor Skills: Position requires the application of basic motor skills for activities including but not limited to operating a personal computer, office equipment, word processing, pushing, pulling or lifting office equipment, and sorting of papers.

Visual Skills: Position requires the employee to routinely read documents and reports for understanding.

Please visit our website:

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

The Town of Framingham is an Affirmative Action Equal Opportunity Employer.