



**TOWN OF FRAMINGHAM  
MASSACHUSETTS**

**RFP # 17-012  
August 2, 2016**

**NOTICE OF VACANCY  
August 2, 2016**

**POSITION: Administrative Assistant**

**DEPARTMENT: Inspectional Services**

**SALARY: M3 \$42,192**

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

**Statement of Duties:** Position is responsible for providing administrative, customer service and recordkeeping support to the Inspectional Services Department. Employee is required to perform all similar or related duties.

**Supervision Required:** Employee works under the general supervision of the Office Manager. 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 responsible for the regular supervision of any town employees.

**Confidentiality:** In accordance with the state public records law, employee has regular access to confidential information of the department such as official personnel files.

**Accountability:** Consequences of errors or poor judgment may include missed deadlines, monetary loss, or adverse public relations.

**Judgment:** Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, 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. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

**Nature and Purpose of Relationships:** Relationships are primarily with co-workers and the public 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. Other regular contacts are with service recipients and vendors. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with uncooperative or uninformed persons.

**Occupational Risk:** Duties generally do not present occupational risk to the employee.

**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. Provides customer service both in person and on the telephone for all aspects of the operation of inspections. Receives, responds to and directs visitors, telephone calls, and incoming mail as appropriate.
2. Provides clerical support to the Inspectional Department, prepares documents and correspondence, makes copies, maintains and updates records and files, etc.
3. Performs data entry for a variety of permits and records issues by the department.
4. Prepares and processes all documents entry into the town's Laser Fiche system.
5. Receives and submits written complaints to specified inspectors for follow up.
6. Receives and submits daily receipts for the department.
7. Organizes, preserves, and files permanent records for permits and annual inspections.
8. Prepares and processes payroll and department bills in the Office Manager's absence.
9. Notifies property owners prior to the expiration of a Certificate of Inspection.
10. Receives and processes payments received over the counter from the public and via mail.

**Recommended Minimum Qualifications:**

**Education and Experience:** Associate's Degree required. Bachelor's Degree preferred; Five to seven, 5 -7 years of Administrative experience or related field preferred; experience working with computers; experience working with the public and responding to customer service requests or any equivalent combination of education and experience.

**Special Requirements:** There are no special requirements for this position. Ability to speak and translate in Spanish and/or Portuguese is preferred.

**Knowledge, Abilities and Skill**

**Knowledge:** Knowledge of Microsoft Windows, Microsoft Word, PowerPoint, and Excel programs. Familiarity with Inspectional Services operations. Knowledge of State laws and regulations pertaining to department operations and services provided.

**Abilities:** Plan and prioritize work, and perform multiple tasks within a timely manner, and be self-motivated. Ability to provide customer service to the public. Ability to access the internet to obtain information in support of department operations.

**Skills:** Perform work accurately and efficiently despite frequent interruptions, organization and communication skills, and strong attention to details.

**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, and standing. There may also be some occasional lifting of objects such as ledger books, photocopy and/or computer paper.

**Motor Skills:** Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination including such as operating a personal computer.

**Visual Skills:** Position requires routine reading of documents, computer screens, 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.**