

**TOWN OF BERWYN HEIGHTS
POSITION DESCRIPTION**

TITLE: Administrative Associate I
DEPARTMENT: Public Works
REPORTS TO: Director of Public Works

PAY GRADE: C
STATUS: Non-exempt
REVISION DATE: November 2016

PURPOSE OF POSITION:

The purpose of this position is to provide clerical and administrative related duties to support the functions of the Public Works Department and the Director of Public Works. This includes clerical, administrative and customer service related responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Serves as primary clerical support to the Director.
2. Prepares and maintains accounting systems and various records and files.
3. Assists with administrative tasks as assigned.
4. Receives calls for the Department and directs to appropriate authority for disposition.
5. Answers questions and responds to inquiries or complaints on operations, policies and procedures.
6. Undertakes special projects as assigned by Director.
7. Maintains calendar, schedules appointments, responds to invitations and schedules interviews.
8. Process service requests and prepares work orders.
9. Follows up on work orders to insure proper and timely action. Communicates as requested with work crews.
10. Prepares correspondence, public notices, ordinances, memos, reports, contracts, minutes, and other documents.
11. Establishes and maintains filing system and personal computer back-up system.
12. Sorts incoming and outgoing mail.
13. Purchases supplies, prepares purchase orders and keeps budget records.
14. Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent. Previous administrative, secretarial, bookkeeping or accounting experience preferred, with customer service. Must have basic knowledge of computer use, including working knowledge of MS Word, Excel and Outlook software.

KNOWLEDGE, SKILLS AND ABILITIES:

- Entry level typing, data entry and personal computer skills.
- Good oral and written communication skills.
- Good organizational skills.

- Knowledge of business English, spelling and arithmetic.
- Knowledge of the organization and functions of the department and of general administrative policies and practices.
- Ability to keep office records and to prepare accurate reports from file sources.
- Ability to perform and organize work independently.
- Ability to prepare effective correspondence on routine matters and to perform routine office management details without referral to supervisor.
- Ability to maintain effective working relationships with other employees and the public and to deal with public relations problems courteously and tactfully.
- General knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
- Ability to prepare and maintain accurate and concise records and reports.
- Ability to understand and effectively carry out verbal and written instructions.
- Ability to communicate effectively with other members of the staff, supervisor, and the public.
- Ability to communicate in both written and verbal form.
- Ability to interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
- Ability to define problems and deal with a variety of situations.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Ability to maintain discretion regarding business-related files, reports and conversations, within the provision of open records law and other applicable State and Federal Statutes and Regulations.
- Organizational and time management skills needed to meet deadlines.
- Must have ability to work accurately with attention to detail.
- Ability to work the allocated hours of the position.

PHYSICAL REQUIREMENTS

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects and some light work requiring the exertion of up to 25 pounds of force occasionally. Physical activities include stooping, pulling, lifting, reaching, fingering, grasping, and repetitive motions. Also includes the necessity to communicate by talking, hearing/listening. Specific vision abilities required by this job include close, distance and peripheral vision; depth perception; and the ability to adjust focus.

WORK ENVIRONMENT

Works in an office setting, in generally comfortable conditions.

In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.