

EXECUTIVE ASSISTANT

Position Purpose:

Produces professional work products and provides administrative support services for the Town Manager and Select Board. The incumbent has highly responsible administrative and supervisory office duties of significant complexity, including independently maintaining or overseeing the maintenance of financial, personnel, and other records, preparing customer quality correspondence and other routine documents, and serving as a liaison with other town departments and divisions. Performs all other related work as required.

Supervision:

Supervision Scope: Performs varied responsible and confidential functions requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in responding to inquiries, particularly in situations not clearly defined by precedent or established procedures; anticipates and initiates procedures and activities in support of departmental policies and goals.

Supervision Received: Works under the general direction of the Town Manager and Communications Director/Special Projects Manager, following municipal rules, regulations and policies, requiring the ability to plan and perform operations, and to independently complete assigned tasks according to prescribed time schedules.

Supervision Given: Supervises one clerical staff member, assigning tasks and providing instructions. Reviews work for accuracy and completion.

Job Environment:

Work is performed under typical office conditions, with frequent interruptions from the general public and other town employees.

Operates computer, printer, calculator, telephone, copier, facsimile machine, and all other standard office equipment.

Makes very frequent contact with other municipal departments, local and state officials, vendors and representatives of outside organizations; makes frequent contacts with town residents and the general public; contacts are primarily in person, by telephone, and via email, and involves discussing routine and semi-complex information; contacts with the public require considerable patience and courtesy.

Handles a wide variety of confidential information both at a department-level and town level requiring sound judgment, discretion and adherence to professional office protocols. Such information may include but is not limited to: personnel and disciplinary matters, legal issues, collective bargaining negotiations, bid documents, lawsuits, and criminal investigations or records.

Errors could result in considerable confusion and delay, cause poor public relations for the Town, and have legal repercussions.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types 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.)

Manages the daily administrative operations of the Town Manager's office and serves as the lead administrative staff member for the Town Manager and Select Board. Handles complex customer service requests, troubleshoots citizen complaints and ensures a timely and efficient response, either directly or by coordinating with the appropriate department or staff.

Develops and maintains the bi-weekly Select Board agendas through collecting and determining the necessary documents to support the various agenda items. Coordinates with individuals presenting agenda items. Ensures timely preparation, and distribution of materials to relevant boards and committees. Manages agenda and meeting processes using software solution, with support from Communications Director and Management Analyst as needed.

Responsible for managing follow-up actions after Select Board meetings.

Reviews and edits minutes prepared by the recording secretary; ensures accuracy of all minutes.

Supervises one clerical office staff, and assigns and coordinates work.

Receives and screens visitors, incoming mail, email and telephone calls, responding appropriately to matters that do not require the Town Manager's personal attention. Schedules appointments, provides information, and assists with departmental public records requests. Manages correspondence from both internal and external sources, ensuring timely follow-up as needed.

Produces a variety of material, including correspondence, memoranda, reports, grant applications, bid advertisements, licenses, permits, meeting notices and minutes, and/or own composition.

Supervises preparations required for Annual and Special Town Meetings including coordination and compilation of calendar, warrant article material, printing, posting and delivery of the Warrant in accordance with Sudbury Bylaw, and provision of physical facilities. Attends Town Meetings, assures facilities meet all public meeting requirements, coordinates volunteers for microphone assistance, non-profit bake sale and other amenities, assists Moderator with presenter time limits and other support as needed. . maintains warrant article tracking spreadsheet which encompasses article order, sponsors, cost, vote requirement, consent status, boards / committees positions and other critical information. Post warrant detail information on the Town website in coordination with Information Systems and the Communications Director.

Maintains the Town Manager's schedule ensuring he/she has enough time to respond to the everyday unexpected demands placed upon him/her and the office. Manages appointments and coordinates the calendar, including scheduling and reserving meeting rooms, Select Board meetings, inter-departmental meetings, special events, and any necessary follow-up meetings.

Coordinates major meetings; attends the meetings and takes minutes or notes as needed. Follows through on matters requiring correspondence.

Provides daily support to the Town Manager and Select Board's office by maintaining department records, assisting with special projects or mailings, proofreading material, and generally working with other support staff in a collaborative manner.

Prepares administrative reports as needed. Assists Town Manager in preparation of presentations, reports and other materials as requested.

Prepares responses to residents independently or with guidance from the Town Manager. Drafts response letters and letters of recommendation for Town Manager's review and signature. Composes draft letters for the Town Manager in response to an issue or complaint.

Regularly interacts with the general public, Select Board, community and legislative members, school officials and the press to communicate and clarify department policies and procedures.

Makes recommendations for the Town Manager/Select Board's and Unclassified budgets; supervises the preparation of payroll and bills payable vouchers and the monitoring of expenditures; supervises the ordering of various supplies and office equipment. Provides backup support for processing payroll and MUNIS POs/vouchers.

Maintains and manages filing system including confidential material and Select Board's minutes. Responsible for working with the IT Department to coordinate conversion of paper files to digital.

Oversees preparation of the Annual Town Report, including but not limited to, soliciting and proofreading reports from all departments, coordinating and proofreading final copy. Prints and makes available 75 reports and posts availability on the Town website at least 10 days before Annual Town Meeting, as outlined in the Town Bylaw, Article 3, Section 1.

Oversees all administrative activities under the jurisdiction of the Select Board in the absence of the Town Manager and Assistant Town Manager.

Work with various town-wide civic organizations for special events and programs.

Maintains the database for the Town boards and committees and prepares annual appointment letters. Also maintains the Election Worker database and generates annual appointment letters.

Purchases offices supplies; maintains inventories, office equipment warranties and service contracts

Performs similar or related work as required.

Recommended Minimum Qualifications:

Education, Training and Experience:

Associates degree or two years of post-high school training in business, administrative support or related field; and five years of experience in general clerical and secretarial work; Undergraduate degree and municipal experience preferred; or any equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of office procedures, practices and terminology. Complete knowledge of the use of office and data processing equipment, business arithmetic, American business English and spelling. Basic knowledge of bookkeeping techniques. General knowledge of local government and its operations helpful. Familiarity with pertinent state laws, Sudbury Bylaws, and other regulation relating to departmental operations necessary.

Ability: Ability to organize time, work independently and accomplish tasks despite frequent interruptions. Ability to maintain detailed statistics, budget accounts, financial documents, and records. Ability to deal with the public in a constructive and professional manner. Ability to maintain highly confidential information. Ability to compose and edit correspondence and reports as to form and logic flow. Ability to communicate effectively with the public, co-workers, other employees, departments, officials, and other agencies. Ability to recognize and resolve problems.

Skill: Excellent administrative and organizational skills, with superior attention to detail. Expertise and proficiency in utilizing personal computers, including word processing, database, spreadsheet, and other applications in use by the Town. Excellent customer service skills.

Physical 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 essential functions.

Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files, and other common office objects. Lifts/moves objects weighing up to 10 pounds. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed. Ability to take notes at meetings at an efficient speed. Requires good coordination/dexterity for full keyboard use and assembly of materials and packets.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)