

SPECIAL ASST. TO THE FACILITIES DIRECTOR

Position Purpose:

The purpose of this position is to supervise and coordinate the functions of the Facilities Department. Works as a liaison between Sudbury's various departments, boards, committees, and Town officials. Performs and supervises a wide variety of complex administrative and clerical duties under broad supervision of the Combined Facilities Director. Assists the Combined Facilities Director with research, data collection, study and creation of reports/projections for relevant budget, capital, energy, grants and other strategic planning needs. Carries out special projects and analyses, as needed. Creates and coordinates procurement documents and the awarding of such. Work requires initiative and independent judgment in the application of prescribed policies and procedures, and the initiation and implementation of new ones to increase efficiency and production. Performs all other related work as required.

Supervision:

Supervision Scope: Performs varied and responsible functions requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative to interpret guidelines, policies, procedures and practices.

Supervision Received: Works under broad supervision, following department rules, regulations and policies, requiring the ability to plan and perform operations, and to complete assigned tasks according to a prescribed time schedule. Functions independently in processing and overseeing clerical, secretarial and administrative aspects of the office, referring to the department head on proposed revisions or exceptions to policies.

Supervision Given: Provides senior-level functional guidance to other office staff within department. Supervises the equivalent of not more than five full-time employees. Assigns tasks and monitors progress.

Job Environment:

Work is performed in a typical municipal office environment. Majority of work is performed in a moderately noisy work environment, with frequent interruptions.

Operates all department computers and technologies, calculator, telephones and/or dispatching equipment, copier, facsimile machine and all other standard office equipment. Some equipment may be specialized to a particular department.

Makes frequent contact with town department staff, public officials, general public, vendors, and outside agencies and organizations. Contacts require a high degree of tact, diplomacy, and confidentiality.

Access to confidential information may include matters related to collective bargaining, employee personnel records, and litigation.

Errors could result in delay or loss of service and possible legal ramifications.

Essential Functions:

(The essential functions or duties listed below and on attachments 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.)

Under the general direction of a Facilities Director, participates in and coordinates the clerical, secretarial and administrative functions of a large municipal department. Supervises work of staff; assigns and coordinates work assignments and events; trains and provides assistance as required; manages overall office operations; develops work procedures and advises supervisor of problem situations.

Provides customer service by answering questions both in person or by telephone; interprets and provides information relative to town policies, procedures, and by-laws; refers individuals to appropriate source as required. Handles the more difficult or complex administrative issues that may initially be received by other office staff of the department, referring technical operating issues to department head or other appropriate staff member. Responds tactfully to citizens' complaints.

Serves as lead staff member of the department in preparing or overseeing the preparation of payroll, budgetary, financial, or department records and reports.

Prepares all necessary administrative documents to ensure the timely and accurate processing of the Department's business functions including, but not limited to payroll preparation, requisitions, receiving invoices, budget transfers, supporting documentation, etc. Maintains accounting records.

Performs or delegates all general clerical duties including, but not limited to, word processing, making copies, filing, data entry, answering the telephone, opening and delivering mail, etc. Maintains records and files. Drafts correspondence.

Prepares reports, statistics, correspondence, and other material for town departments and committees and state agencies as required; compiles data for the annual departmental budget and town report; manages all departmental records and filing systems.

Assists with preparation of all financial, budget and planning presentations as needed and under the direction of the Facilities Director, such as monitoring various department related budgets for compliance, trends and budget projections; develops specialized reports/projections; creates charts, graphs and tables for effective presentation of information; conducts capital and energy related studies and reports.

Conducts policy, program and issue research, evaluation, and analysis and produces detailed written reports as requested for the Facilities Director.

Implementation and maintenance of day to day scheduling and oversight of computer management maintenance system. Grant writing, planning, maintenance and reporting.

Procurement, including day to day purchasing and adherence to the states rules for public construction and purchases of supplies and services. The position is required to be familiar with the Inspector General and Attorney General procurement regulations. Handles, prepares, advertises, accepts, distributes, reports and awards bids for services, supplies, construction, and design.

Assists the Director with energy consumption, pricing, and planning

Assist the Director with assignment of work orders and tracking the day to day needs of the towns facilities. Answers and responds to contractors, residents, staff and vendors requests via phone calls and emails.

Initiation and implementation of new procedures and policies to increase efficiency and production of the growing Facilities Department's management for all of the towns assets.

Develops recommendations for changes in office procedures, reviews with department management, and oversees implementation. Establishes and maintains departmental files; maintains confidentiality of information, departmental plans, personnel files, etc. within guidelines of public disclosure.

Provides senior-level functional guidance to other office staff within the department, including responding to questions on more complex issues of work.

Schedules appointments, meetings, and on-site inspections; attends meetings, takes minutes, prepares agenda and supportive materials as required; implements and follows-up on decisions made at meetings. Schedules conference rooms. Prepares and gathers materials for meetings. Supervises and participates in the processing of applications and the issuing of permits, licenses and other documents pertinent to the department's function; collects fees and bills users of services if applicable and maintains associated records.

Trains staff in new/current computer software programs; train employees in data entry; troubleshoots computer problems.

Purchases offices supplies; consumables; maintains inventories.

May act as liaison between department, boards, committees, and citizens.

Performs similar or related work as required.

Recommended Minimum Qualifications:**Education, Training and Experience:**

Associates degree in business, and five years of supervisory and office experience or any equivalent combination of education, training, and experience. Municipal experience highly desired. Working knowledge of Massachusetts procurement laws and regulations. (MCPPO certification, preferred.)

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of office procedures, practices and terminology. Thorough knowledge of departmental operations. Thorough understanding of municipal operations. Familiarity with accounting principals and procedures. Knowledge of the operation of computer software applications. Knowledge of town by-laws, state and federal laws and regulations.

Ability: Ability to communicate effectively and tactfully with staff, town departments, officials, and the public. Ability to supervise work of subordinates effectively. Ability to compose correspondence. Ability to recognize and resolve problems with minimal administrative intervention. Ability to prioritize and complete multiple tasks at one time with frequent interruptions. Analytical ability. Ability to maintain and manage complex records. Must be able to operate a personal computer and display intermediate to advanced skill when using software programs for word processing, database, spreadsheets and other software as required by the position. Ability to coordinate office services such as purchasing, payroll, recordkeeping, budget and accounts receivable/payable.

Skill: Excellent customer service and interpersonal skills; ability to diffuse difficult situations and conflicts. Excellent written and oral communication skills. Strong organizational skills. Skill in identification and utilization of new information resources. Skill with numbers and budgets. Skill in all of the above listed tools and equipment.

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.

Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light to moderate weight (5 – 30 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Operates a keyboard and calculator at an efficient speed. Regularly required to operate office objects, tools, or controls, and move paper, files, and other common office objects. Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Essential functions require close vision for regularly working with details and numbers. Tasks require the ability to communicate orally.

(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.)