

**Job Description**

|                              |                  |  |                    |   |                      |                              |  |                   |   |
|------------------------------|------------------|--|--------------------|---|----------------------|------------------------------|--|-------------------|---|
| <b>Job Title:</b>            | Office Assistant |  |                    |   |                      |                              |  |                   |   |
| <b>FLSA:</b>                 | <b>Exempt:</b>   |  | <b>Non-Exempt:</b> | X | <b>Union Status:</b> | <b>Union:</b>                |  | <b>Non-Union:</b> | X |
| <b>Supervision Received:</b> |                  |  | Assigned Personnel |   |                      | <b>Supervision Exercise:</b> |  | N/A               |   |
| <b>Last Revision:</b>        | 5/16/2019        |  |                    |   |                      |                              |  |                   |   |

**General Summary:**

This position is responsible for performing a variety of entry-level to medium complex administrative and clerical office functions.

**Broad-banded Position :**

This position has been categorized as a broad-banded position with the Town of Mansfield, meaning this title is shared across multiple departments. The essential functions listed below, may not be performed in every department and this job description is reflective of the general nature of the position. Additional functions may be required based on the assignment.

**Essential Functions:**

1. Acts as the primary point of contact for the department on inquiries by answering the phone and providing customer support to both walk-in and over the phone customers.
2. Follows up on on-going issues or defers issues to higher level staff as needed to ensure a resolution to customer issues.
3. Assists with preparing and distributing correspondence.
4. Assists with scheduling appointments, events, and room reservation requests.
5. Enters customer issues in service tracking system and follows-up when necessary.
6. Assists with Departmental events, programs and services.
7. Orders supplies and food for events, programs, and services and assists with set-up and clean-up.
8. Update and maintain various databases of information, which may contain confidential information.
9. Assists with preparing and distributing marketing materials for Departmental events, programs, and services.
10. Assists with preparing reports.
11. Assists department with tracking and maintaining finances by creating purchase orders, monitoring budgetary expenditures, and providing to management updated expense tracking.
12. Reconciles billing and works with vendors and finance to address any disputes.



13. Processes department's timesheets and assists with completion and collection of data necessary to complete and process payroll.
14. Assists with filing and maintaining records management systems.

### **Other Functions:**

1. Attends conferences, seminars, and committee meetings as required.
2. Remains competent and current through self-directed professional reading, developing professional contacts with colleagues, attending professional development courses, and attending training and/or courses as directed.
3. Performs related tasks as required.

### **Education & Experience:**

#### Education:

An Associate's Degree in Business Administration, Office Technology, or other related program.

#### Experience:

At least six months working in a busy office environment, with high customer contact via phone or in-person is required.

Any equivalent combination of education, experience, or training that has prepared the incumbent to perform the essential duties of the position.

### **Knowledge, Skills & Abilities :**

This position requires the following knowledge:

- General knowledge of office terminology, procedures and equipment.
- Basic knowledge of the operations of local government as related to assigned department.

This position requires the following skills:

- Basic administrative skills in the areas of customer service and office communications.

This position requires the ability to:

- Ability to handle and process high volume of paperwork accurately and efficiently and maintain file and record systems.
- Understand and communicate written and verbal instruction.
- Effectively interact and communicate with the general public and fellow employees and a variety of other stakeholders.
- Manager various computer applications including Excel and Word.



## Special Requirements:

This position requires the following:

- A thorough background check.
- Must possess and maintain an appropriate a valid driver's license, depending on assignment.
- May be required to attend occasional evening and weekend events and meetings.



## Working Conditions & Environment :

| <i>Physical Activities</i>              | <i>Amount of Time</i> |       |            |      |
|---|-----------------------|-------|------------|------|
|   | None                  | < 1/3 | 1/3 to 2/3 | >2/3 |
| Stand                                   |                       | X     |            |      |
| Walk                                    |                       | X     |            |      |
| Sit                                     |                       |       |            | X    |
| Speak or hear                           |                       |       |            | X    |
| Use hands to finger, feel, type or text |                       |       |            | X    |
| Climb or balance                        |                       | X     |            |      |
| Stoop, kneel, crouch or crawl           |                       | X     |            |      |
| Reach with hands and arms               |                       | X     |            |      |
| Taste or smell                          | X                     |       |            |      |
| Push or pull                            |                       | X     |            |      |
| Repetitive motions                      |                       |       |            | X    |
| Driving (including driver's license)    |                       | X     |            |      |
| <i>Lifting Requirements</i>             | <i>Amount of Time</i> |       |            |      |
|   | None                  | < 1/3 | 1/3 to 2/3 | >2/3 |
| Up to 10 pounds                         |                       | X     |            |      |
| Up to 25 pounds                         |                       | X     |            |      |
| Up to 50 pounds                         | X                     |       |            |      |
| Up to 100 pounds                        | X                     |       |            |      |
| More than 100 pounds                    | X                     |       |            |      |



| <i>Environmental Conditions</i>        | <i>Amount of Time</i> |       |            |      |
|--|-----------------------|-------|------------|------|
|  | None                  | < 1/3 | 1/3 to 2/3 | >2/3 |
| Work near moving mechanical parts      | X                     |       |            |      |
| Work in high places                    | X                     |       |            |      |
| Risk of electrical shock               | X                     |       |            |      |
| Risk of radiation                      | X                     |       |            |      |
| Work in extreme weather conditions     | X                     |       |            |      |
| Exposure to blood or other body fluids | X                     |       |            |      |
| Exposure to hazardous chemicals        | X                     |       |            |      |

| <i>Special Vision Requirements</i> |                  |   |                         |
|------------------------------------|------------------|---|-------------------------|
| X                                  | Close vision     | X | Distance vision         |
|                                    | Color vision     | X | Peripheral vision       |
| X                                  | Depth perception | X | Ability to adjust focus |

| <i>Noise Level in the Environment</i> |                 |   |            |
|---------------------------------------|-----------------|---|------------|
|                                       | Very quiet      | X | Quiet      |
|                                       | Moderate noise  |   | Loud noise |
|                                       | Very loud noise |   |            |

*The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position. This description does not constitute an employment agreement between the Town of Mansfield and the employee and is subject to change by the Town as necessary.*

