



Job Title	Administrative Assistant
Department	Youth and Family Services
Employment Status	Full-Time
Exempt/Nonexempt Status	Non-exempt

Scope of Work

Under general supervision of the Director of Youth and Family Services, serves as primary staff member responsible for provision of administrative and secretarial duties for the Youth Commission, including customer service, secretarial responsibilities, office administrative and bookkeeping functions, and special projects.

Supervision

Received	Director of Youth and Family Services
Exercised	None

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function to satisfaction.

- Provides assistance to internal and external customers of the department, including members of the public, clients and their families, staff of the Town, board and committee members, etc. Greets visitors, answers phones, explains office procedures, and responds to questions within level of expertise and authorization, referring more complex issues to technical, professional or management staff. Issues include:
 1. Youth employment opportunities.
 2. Diversion/restitution programs.
 3. Youth Commission services, fees, and appropriate referrals.
- Provides secretarial services to the Director of Youth and Family Services. Screens calls and takes messages; produces documents and reports using word processing and related software applications; makes appointments and maintains calendar; establishes and maintains department client confidential files; sends faxes and duplicates materials; and assembles data for Annual Town Report.

- Serves as primary division staff member responsible for office administrative and bookkeeping functions. Duties include:
 1. Collection, recording and deposit of fees and reconciliation of records with Town Treasurer.
 2. Ordering of office supplies.
- Responsible for administrative support to a variety of programs as described below:
 1. Youth Employment and Diversion/Restitution programs ~ maintains job posting books; recruits and assists youth looking for work; assists businesses in listing job opportunities; answers questions regarding child labor laws, regulations, work papers and minimum wage; tracks hours for community service.
 2. Ray of Hope Program ~Design of program materials; collaboration with external organizations; communications with Selection Committee; collaborating with print and electronic media; and assisting with and making presentations to recipients.
 3. Volunteer Program – identifying appropriate sites; recruiting new sites; maintaining Volunteer Posting Book; collaborating with print and electronic media; and working with youth seeking volunteer opportunities.
 4. Babysitting Training Seminars – selecting dates and materials; coordinating with program.
 5. Bi-monthly newspaper article – review and editing of articles prepared by staff for bi-monthly column in local paper, and occasional writing of the article.

Other Job Functions

- Performs related duties as assigned.

Requirements of Work

Duties require knowledge of office administration, secretarial practices, financial recordkeeping, automated office systems, and writing skills equivalent to two years of college and up to 1 year of related experience.

Knowledge, Ability, and Skill

In addition to the requirements of work, the individual should also have the following knowledge, ability, and skill:

Knowledge of	• Department policies and procedures. • The use of standard office equipment, including computers and relevant software programs.
Ability to	• Prepare routine to complex correspondence and reports utilizing computerized office applications, such as word processing, spreadsheets, etc.

	• Understand, learn interpret and explain policies and procedures and to apply such guidelines appropriately to different situations. • Interact effectively and tactfully with a wide variety of individuals including other department staff, outside professionals and members of the public. • Maintain confidentiality of sensitive information. • Communicate clearly and concisely with others, both verbally and in writing. • Prioritize multiple tasks and deal effectively with interruptions. • Perform detailed work accurately and efficiently within strict deadlines
Skill in	• Oral and written communications. • Troubleshooting and problem solving. • Customer service.

Necessary Special Requirements

None

Physical Demands

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.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee must occasionally lift and/or move up to 20 pounds.

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer