

**TOWN OF HAMILTON, MA**  
**Administrative Assistant to the Town Manager**

Department	Town Manager
Reports to:	Town Manager
Position Status:	Non-Exempt
Weekly Hours:	37.5
Salary Classification:	Grade 6

**Position Summary/Purpose:**

The purpose of this position is to provide confidential administrative and clerical services and related work in support of the Town Manager and Select Board. The Administrative Assistant relieves the executive of details relating to office operations and the administration of assigned areas of responsibility by coordinating matters requiring the attention of the office; ensuring that matters are processed in a timely manner; maintaining calendars; issuing reminders of pending matters; scheduling meetings; and preparing and producing correspondence, agendas, and reports.

This position plays a key role in maintaining the smooth operation of the Town Manager's office. The Administrative Assistant serves as the first point of contact for residents, contractors, and staff, providing clear information, strong customer service, and accurate recordkeeping. The role supports Select Board meetings and activities, processes payroll and financial transactions, manages office supplies, and maintains records and filing systems.

The Administrative Assistant exercises sound judgment in performing a wide variety of duties and is responsible for maintaining and improving the efficiency and effectiveness of the office. The position works closely with and under the general direction of the Town Manager.

**Supervision:**

*Supervision Scope:* Performs a variety of administrative and secretarial and confidential responsibilities requiring broad knowledge of municipal operating procedures and the exercise of judgment and initiative to accomplish competent service delivery; works independently and in combination with others.

*Supervision Received:* Works under the general direction of the Town Manager, following professional standards, procedures and policies.

*Supervision Given:* None.

**Essential Job 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.)*

- Administer the daily operations of the Town Manager's office; provide assistance to the public, contractors, Town staff, boards, and commissions. Explain standard procedures and refer more complex issues to the Town Manager. Answer office phone calls, emails, and voicemails. Relieve Town Manager of administrative tasks.
- Collect, record, and deposit fees for permits, licenses, and other office services (e.g., liquor licenses, leases, cable TV licenses, used car licenses, pool table licenses, etc.).
- Perform departmental bookkeeping activities, including bills, payables, and revenue. Process departmental payroll documents; assist with budget preparation; and monitor expenditures for the Town Manager's office and Select Board.
- Order office supplies and maintain adequate levels of inventory for Town Hall. Sort, date-stamp incoming mail, and distribute appropriately within the office or Town Hall.
- Refer requests for various services to appropriate departments and follow up to ensure work was completed.
- Maintain the Town Manager's meeting calendar and coordinate meetings as requested. Handle reservations of various rooms in Town Hall and other Town facilities as needed.
- Prepare official notices, annual reports, public hearing notices, warrants for Town Meetings or Special Meetings, regulations, and newspaper notices. Arrange for printing and/or posting of notices in accordance with regulations. Maintain all records for the Town Manager's office and Select Board. Edit documents as necessary.
- Prepare agendas for Select Board Meetings in accordance with Town Manager's directions. Prepare packets; gather information from appropriate departments; arrange for TV coverage and minutes to be taken; post agendas and minutes on the website and with the Town Clerk; prepare PowerPoint presentations for Town Meetings as directed.
- Assist with special projects such as monitoring Hamilton Foundation funds and preparing reports; coordinating the Senior Citizen Work-off program and maintaining records; assisting with coordination of special town events; and supporting the Town Clerk and Town Moderator in setting up Town Meetings.
- Gather and prepare data and develop spreadsheets for special requests.
- Ensure that all work is conducted in a safe manner and that all work safety practices are followed.

### **Other Functions:**

- Perform similar or related work as required, directed or as situation dictates.
- Continue training; keep current with trends.
- Assist other department staff as needed to promote a team effort to serve the public.

## **Minimum Required Qualifications**

### **Education, Training, and Experience**

- Associate's degree in public administration, Business Administration, or a related field.
- 3–4 years of progressively responsible office administration experience.

- Experience in records management and customer service.
  - Municipal or government sector experience preferred.
  - Equivalent combination of education, training, and work experience may be considered.
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## **Preferred Qualifications**

- Bachelor's degree in public administration, Business Administration, or a related field.
- 4–5 years of administrative experience in a municipal or government setting.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and municipal software systems (e.g., Munis).
- Strong organizational and recordkeeping skills with attention to detail.
- Ability to work effectively with the public, contractors, staff, boards, and commissions in a professional and courteous manner.

Special Requirements: None

## Knowledge, Ability and Skill:

- Knowledge of municipal operations and laws and regulations related to Town Meetings.
- Understanding of media relations and public information dissemination.
- Knowledge of standard office practices, procedures and equipment, as they relate to municipal operations.
- Knowledge of records management and office organization
- Knowledge of what is confidential and what is public under freedom of information regulations
- Ability to use a variety of software systems such as Word, Excel, Data bases, Munis, and PowerPoint; and Town-specific programs and websites.
- Strong verbal and written communication skills; strong organizational and record-keeping abilities.
- Ability to prioritize, multitask and adapt to changes in schedule and meeting deadlines; flexibility is a key
- Understanding of municipal budgets
- Ability to edit numerous documents
- Aptitude for working with numbers and details
- Aptitude for working with and explaining policies and procedures to people, including programs about all town operations, etc.
- Strong customer service and interpersonal skills to engender trust with the public.

## **Job Environment:**

Clerical and administrative work is performed in a busy office with frequent interruptions during the day from municipal staff, department heads, outside vendors, contractors, boards and

commissions, lawyers, state & federal agencies, and the public to address questions and requests. Occasionally has to drive in all types of weather conditions for meetings or delivery or pick up of materials.

Requires the operation of a vehicle, cellular and other telephones, personal computers, copiers, facsimile machines, and other standard office equipment.

Makes frequent and periodic contact with all Town staff, Boards/Commissions, the public/residents, vendors, contractors, lawyers, and state & federal agencies. Communication is frequently in person, by telephone, mail, and in writing and e-mail. Contacts require a high level of customer service and diplomacy.

Errors in judgment or omissions could result in monetary loss and delay in service with legal ramifications and/or potential liability.

Has access to confidential information, including contracts, personnel information, etc.

### **Physical and Mental Requirements:**

#### Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions		X		
Work in high, precarious places	X			
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			

#### Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing		X		
Walking		X		
Sitting				X
Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing stairs		X		
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms				X
Tasting or smelling	X			
Bending, pulling, pushing		X		
Other-Driving		X		
Other- setting up rooms for meetings		X		

#### Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds		X		
Up to 50 pounds	X			

Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

#### Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)	X			
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)		X		
Very Loud (jack hammer work)	X			

Vision requirements

- ☒ Close vision (i.e. clear vision at 20 inches or less)
- ☒ Distance vision (i.e. clear vision at 20 feet or more)
- ☒ Color vision (i.e. ability to identify and distinguish colors)
- ☒ Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- ☒ Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- ☐ No special vision requirements

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

