

TOWN OF HAMILTON, MA
ADMINISTRATIVE ASSISTANT - HEALTH

Department	Health
Reports to:	Director of Health & Human Services
Position Status:	Non-Exempt
Weekly Hours:	19 hours per week
Salary Classification:	Grade 6

Position Summary/Purpose:

The purposes of this position are to provide clerical and administrative services to the Health Department, including daily office operations; assistance with health initiatives, inspections and permits; bookkeeping and recordkeeping; and customer service. Administrative Assistant exercises sound judgment in performing a variety of duties and is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her control.

Supervision:

Supervision Scope: Performs a variety of services requiring knowledge of office procedures, practices and equipment. General knowledge of business, Town and departmental functions, as well as health-related protocols and resources.

Supervision Received: Works under the general direction of the Health Agent, 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 Health office; provide assistance to the public, contractors, Town staff, Board of Health and committee members. Explain standard procedures and refer more complex issues to the Director of Planning & Inspections. Answer departmental office phone calls, emails and voicemails. Update and maintain the Health Department website. Relieves Director of Planning & Inspections of administrative tasks.
- Collect, record, and deposit fees for permits, licenses and other departmental services.
- Perform departmental bookkeeping activities, including bills, payables and revenue. Process departmental payroll documents; assist with budget preparation and monitor expenditures.
- Order office supplies and maintain adequate levels of inventory. Sort, date stamp incoming mail and distribute appropriately within office
- Schedule Health inspections of food, camps and pools; search for information using GIS, and maintain calendars. Maintain housing complaint files and inspection logs.

- Assist the Director of Planning & Inspections, Animal Inspector and Public Health Nurse with health initiatives, including vaccine and rabies clinics, mosquito control, and Emergency Shelter services. Attend Emergency Shelter meetings and prepare minutes; coordinate volunteers for the day shelter
- Organize and oversee the acquisition, data, storage, handling, recordkeeping and reimbursement processes for vaccine clinics. Post notices, coordinate site volunteers and assist participants with completing forms.
- Provide support to the Board of Health and Council on Aging Board. Prepare Board meetings agendas and packets and post notices; oversee the timely recording, production and distribution of meeting minutes and maintain all records and related files. Assist with the Board of Health Annual Report.
- Ensures that all work is conducted in a safe manner and all work safety practices are followed

Other Functions:

- Perform similar or related work as required, directed or as situation dictates.
- Continue training and professional development; 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:

Must have an A.S. degree and have 2-3 years of office administration experience in a related field or related work experience or any equivalent combination of education, training and work experience.

Special Requirements:

Must have and maintain: Valid Driver's License; FEMA Incident Command System (ICS) and National Incident Management System (NIMS) certificates preferred

Knowledge, Ability and Skill:

- Knowledge of standard office practices, procedures and equipment, as they relate to municipal operations.
- Knowledge of the principles and practices of municipal health operations and services.
- Ability to use a variety of software systems such as Word, Excel, Munis; and Town-specific programs and websites. Interface with the Mass. Immunization Information System (MIIS).
- 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
- Aptitude for working with and explaining policies and procedures to people, including healthcare reimbursements.
- Strong customer service and interpersonal skills to engender trust with the public.

Job Environment:

Clerical and administrative and work is performed in a moderately noisy office with constant interruptions during the day from municipal staff, outside vendors, contractors, state agencies, realtors and the public to address questions and requests. Drives to clinics and other health events and delivers forms and other materials under possible adverse weather conditions, including extreme hot and cold.

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

Makes frequent and periodic contact with Town staff, the Board of Health, the Council on Aging, the public, vendors, contractors, realtors, engineers and state agencies. Occasionally responds to residents questions. Communication is frequently in person, by telephone, mail, and in writing and e-mail. Contacts require a high level of detail, confidentiality and professionalism.

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 health issues.

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-				
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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.)

