

Honey Brook Township, Chester County, PA
Job Description

Title: Administrative Assistant – Part-time

Department: Administration

General Summary: Under direction, provides administrative, clerical and customer service support; assists the Administrative Assistant and Manager with a variety of duties.

Essential Duties and Responsibilities:

1. Prepare, proof and edit documents, correspondence, spreadsheets and reports ensuring accuracy and meeting all established deadlines.
2. Answers and direct phone calls, take messages, and field/answer all routine questions.
3. Provide first response to telephone calls and office visitors; provide general information about Township programs and services or directs people to the appropriate staff person.
4. Provide high quality customer service using professionalism, confidentiality, and good judgment.
5. Accepts payments and transmits information and monies to the Treasurer.
6. Receives and routes complaints
7. Assist public complete a variety of forms.
8. Establish and maintain paper and electronic filing systems.
9. Sort, copy, scan, update and retrieve information.
10. Support the Administrative Assistant and Manager as directed.
11. Other duties as may be assigned.

Education/Training

1. High school diploma or equivalent
2. Any combination of post high school education, training and experience that provides the knowledge, skills and abilities required for this position. Experience in municipal government setting is a plus.
3. Advanced computer skills, including proficiency in MS Office products.

Knowledge:

1. Thorough knowledge of office practices and procedures.
2. Advanced knowledge of Township programs and services*.
3. Advanced computer skills, including proficiency in MS Office products especially Word and Excel.

*indicates developed after employment

Skills / Abilities

Individual must possess the following knowledge, skills and abilities to perform the essential functions of the job, with or without reasonable accommodation.

1. Great attention to detail, strong organizational skills and the ability to maintain confidentiality.
2. Strong interpersonal skills with an ability to maintain a high level of customer service.
3. Able to work creatively, independently and collaboratively as a team member and be able to multi-task and prioritize projects.
4. Possess excellent oral and written communication skills using correct grammar.
5. Proficient and accurate typing skills.
6. Proficient and accurate math skills including the ability to add, subtract, multiply and divide whole numbers.
7. Able to operate office equipment including computers and other office equipment.

Required Physical Abilities

1. Ability to bend, stoop, reach, stand, move from one area of the building to another on a regular basis, sit and use a computer for a long period of time.
2. Manual and physical dexterity needed to operate a computer keyboard and handle paper documents.
3. Sufficient near vision acuity to read information appearing on computer display screen, in hand-written forms, and printed on paper.
4. Adequate hearing and verbal abilities to communicate effectively in person and by telephone.
5. Ability to lift and carry items weighing up to 25 pounds.

Working Conditions:

1. Regular attendance is an essential function of the job.
2. Incumbent may be exposed to frequent noise caused by telephones, office machines, and nearby oral communications.
3. Work is performed in close office environment with others and involves frequent interruptions and occasionally responding to angry or upset people.

This job summary includes, but is not limited to, the position's essential functions. Management retains the discretion to add or change the duties of the position at any time.

Reports to: Township Manager
FLSA Status: Non-exempt
Date: July 20, 2017

I have read the above position description and have received a copy.

Employee Signature

Date