

East Fallowfield Township Office Assistant Job Description

Position Title: Office Assistant (Part-Time/20-25 hours/week)
Reports To: Township Manager/Secretary
Supervises: N/A
Union Affiliation: Non-Certified

I. DESCRIPTION

This position involves both routine administrative and clerical support for the Township Manager as well as support of other office staff with organizational tasks. This position is responsible for organizing and managing files and acting as receptionist.

II. GENERAL JOB-RELATED REQUIREMENTS

- Regular and predictable attendance is required. Must be reliable about job attendance, but should also be flexible about the schedule if the need to change it arises.
- Must work cooperatively with others.
- Must relate to Township citizens and other Township employees in a professional, courteous and respectful manner.

III. ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned by the Township Manager.

- Answer telephone calls; help customers/provide customer service; receive and assist walk-in visitors by ascertaining needs; answer routine inquiries and/or refer to the appropriate person, department, or agency.
- Order supplies and equipment by obtaining any necessary approval of the township manager and interact with vendors regarding specifications and availability of supplies and equipment.
- Facilitate various building inspections with the appropriate inspectors as needed. Assist Building Department with permits and fees, input information into the Building Permit software, call individuals to pick up building permits.
- Scan documents and update and maintain office forms and website.
- Sort and distribute incoming mail.

- Prepare the minutes of public meetings by summarizing information on handwritten notes and taped transcripts. Prepare the agenda and the minutes of meetings of various Township commissions and committees.
- Perform various other clerical, secretarial and administrative support services for meetings and special projects to facilitate the efficient operation of the township.
- Maintain and keep current the official calendar of township business and maintain/update the Facebook page, website, and E-news, as needed.
- Receive, coordinate, resolve and track requests for public records.
- Maintain Board of Supervisors' Resolutions, Ordinances and all records, rules, regulations and procedures.
- Prepare various reports as may be required by the Township Manager or various local and state agencies.
- Provide administrative support to the Township Manager and coordinate activities with other personnel.
- Maintain Township paper and electronic records and filing systems,
- Monitor, screen, respond to and distribute incoming communications to the Township Manager and/or Township department heads.
- Process park and pavilion rental applications.
- Perform any other tasks or duties deemed necessary or appropriate by the Township Manager.

IV. (ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical & Mental Requirements: The person in this position must be able to work at a fast pace, must be able to deal with the requests of Township Manager, staff and members of the public regarding all major and minor issues arising in the Township in a pleasant manner. The employee must be able to deal with emergency situations in a calm and intelligent manner. The employee must be able to work in a timely manner with frequent interruptions. Extended work hours may be required during certain time periods. Specifically, the person in this position must:

- frequently remain in a stationary/sedentary position (standing or sitting) approximately ninety (90) percent of time. This position also requires: walking, bending, stooping,

pushing, pulling, lifting, fingering, grasping, feeling, seeing, talking, hearing and repetitive motions. The person in this position must be able to occasionally move about the office to access file cabinets, office machinery, etc.

- constantly operate a computer and other office productivity machinery, including, but not limited to the use of a copying machine, computer printer, fax machine and calculator. The person must be able to use body members to work, move or carry objects or materials.
- frequently operate a variety of office equipment, and secure office supplies. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.
- occasionally lift and carry from up to thirty-five (35) pounds of supplies/materials for filing and other office procedures.
- frequently communicate with individuals both in-person and via telephone. The person must be able to hear, speak, signal or otherwise convey and exchange accurate information in these situations.
- The person in this position may be exposed to inclement weather conditions when traveling to and from the office.
- learn and understand relatively complex principles and techniques; to make independent judgment in the absence of management.
- effectively communicate in a professional manner with Township personnel, including, but not limited to, the Township Manager, Board of Supervisors, the Township Treasurer, the Road Foreman, the Township Solicitor, the Zoning/Code Enforcement Officer, the Chief of Police, vendors and the public.

In terms of a five-hour workday:

Rarely equals less than 1%; occasionally equals 1% to 25%; frequently equals 26% to 75%; continuously equals 76% to 100%.

Job requires the physical ability to:

- a) Stand: occasionally
- b) Sit: continuously
- c) Walk: occasionally

Job requires the physical ability to lift/carry:

- a) Up to 9 lbs.: frequently
- b) 10-20 lbs.: occasionally
- c) 21-50 lbs.: occasionally

- d) 51-80 lbs.: rarely
- e) 81-100 lbs.: rarely

Job requires the physical ability to push/pull:

- a) Up to 9 lbs.: frequently
- b) 10-20 lbs.: occasionally
- c) 21-50 lbs.: rarely
- d) 51-80 lbs.: rarely
- e) 81-100 lbs.: rarely

Job requires the physical ability to use the following repetitive movements:

- a) Fingers: continuously
- b) Wrist: continuously
- c) Arm/Shoulder: continuously
- d) Leg: rarely
- e) Foot: rarely

Job requires the physical ability to function in activities involving:

- a) Bending: occasionally
- b) Stooping: occasionally
- c) Twisting: occasionally
- d) Reaching: occasionally
- e) Crouching: occasionally
- f) Crawling: rarely
- g) Kneeling: rarely
- h) Climbing: rarely
- i) Handling: frequently
- j) Pinching: occasionally

Job requires the ability to function in the following undesirable working conditions such as exposure to weather or hazardous materials:

All types of weather: rarely

V. REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Knowledge of Microsoft Excel, Word, and Outlook.
- Excellent oral and written communication skills.

- Possess effective interpersonal skills with the ability to interface diplomatically with other employees, Township officials, other governmental officials, public/residents, and professional contractors/vendors.
- Knowledge of common office procedures and equipment.
- Ability to collect, summarize, analyze and organize required information to fulfill duties.
- Ability to establish and maintain effective working relationships with employees, supervisors and others as appropriate.
- Ability to obtain knowledge of, gain proficiency in, utilize and understand computer applications and techniques as necessary in the completion of daily assignments.
- Ability to communicate effectively orally and in writing, including the ability to provide and follow oral and written instructions.
- Ability to perform general clerical work to a high degree of accuracy and the ability to compile, organize, prepare and maintain an assortment of records, including electronic records, reports and information in an effective manner and according to departmental and/or governmental regulations.
- Ability to efficiently organize work tasks and practice good time management skills.
- Possess considerable knowledge and understanding of Township policies and laws and the ability to perform the job functions listed within this job description.
- Must have the ability to operate and utilize business equipment, including, but not limited to, personal computers, email, internet, copy machines, fax machines, printers, scanners, adding machine, type-writer or other equipment or technologies that may be adopted by the Township Manager.

VI. GENERAL TRAITS AND ATTRIBUTES:

- Cooperates with the Township Manager and Staff in making the organization a desirable and pleasant environment for coworkers and the general public.
- Approaches assignments and staff in a constructive and positive manner.
- Is regular, prompt, and efficient in carrying out assignments.
- Demonstrates pride in job performance.
- Reports to work on time, and remains on site during his or her shift.

- Arrives to work clean and well groomed.
- Is resourceful, reliable honest.
- Is careful in the use of language.
- Is not absent from work except when approved vacation or in cases of personal illness, death in the immediate family, unless previous permission has been secured.

VII. MINIMUM EDUCATION, TRAINING AND/OR EXPERIENCE

- High School Diploma and approximately two (2) years of similar secretarial experience, preferably including supervisory and administrative experience, or an equivalent combination of education and experience.
- Experience utilizing township policies and practices.
- Significant experience utilizing Microsoft Word, Excel, and Outlook.
- Extensive knowledge of modern office practices and procedures.

VIII. REQUIRED LICENSES AND CERTIFICATES

- Previous municipal experience preferred. Notary public certification preferred. In the absence of a notary public certification, interest in obtaining a PA Notary Certification is strongly desired.
- The Township Manager reserves the right to amend the Office Assistant job description from time to time by resolution or ordinance.
- My signature below indicates that I have read the job description for the Office Assistant and that I understand the responsibilities, skills and essential job functions as contained therein.

Acknowledged by: _____

Date: _____