

**Town of Natick  
Job Description**

<b>Position Title:</b>	Executive Assistant to the Town Administrator & Select Board	<b>Grade Level:</b>	2
<b>Department</b>	Selectmen's	<b>FLSA Status</b>	Exempt
<b>Reports to:</b>	Town Administrator & Select Board		

**Supervision Required:** The employee works under the general guidance and direction of a Town Administrator and Select Board, referring to superiors only in those matters regarding policy interpretation or the determination of standard practice. Control is in the nature of board and administrative policies, existing laws and regulations. Incumbent is expected to cope with unusual situations and resolve them.

**Supervisory Responsibility:** The employee is not responsible for the supervision of any employees.

**Accountability:** Errors and omissions in work could result in adverse public relations, missed deadlines, and legal repercussions.

**Judgment:** Work requires examining, analyzing and evaluation facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents, which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions.

**Complexity:** Work at this level involves different and normally unrelated processes and methods. The nature of the work is such that the determination of necessary steps and the sequence of their performance is a major part of the overall responsibility. While guideline do exist, they often do not cover all situations encountered, calling upon the incumbent to exercise ingenuity and creativity to achieve goals.

**Confidentiality:** Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

**Work Environment:** Work is carried out in a very busy office and, while it is mainly sedentary in nature, it does require much sitting, standing and walking. Interruptions are numerous, ranging from phone calls to in-person visits, responding to inquires and information needs. Because the office is busy, it is also susceptible to noise. Stress is present in this work due to the need to achieve work objectives while attending to the interruptions noted.

**Nature and Purpose of Contacts:** Employee is expected to meet and deal with high standing private and public officials and be able to provide assistance to them in their diverse needs. Other

Selectmen's Department  
Executive Assistant to the Town Administrator & Select Board  
2/25/20

## **Town of Natick Job Description**

contacts are with Town officials for the purpose of transacting Town business. Still other contacts are with attorneys, the press and other media, and representatives of Federal and State agencies for the purpose of giving and exchanging important information. Finally, contacts with fellow workers and with citizens are numerous, in which incumbent is called upon to provide assistance and information.

**Occupational Risks:** Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

### **Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type 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.*

- Prepares the agendas for Select Board meetings and compile relevant agenda materials, post meetings on the Town website/with the Town Clerks Office. Distributes background materials; attends meetings and transcribes minutes.
- Schedules meetings and maintains personal calendars of Town Administrator as well as conference room calendars.
- Prepare payroll for the Select Board Office.
- Draft correspondence to officials at State and Federal level.
- Process accounts payable vouchers for the Board of Selectmen's Office and numerous other budgets; maintains bookkeeping of accounts payable.
- Manage Board and Committee appointments and reappointments, including recruiting and scheduling interviews.
- Coordinate the opening and closing of Town Meeting Warrants in accordance with the charter and by-laws. Compile, produce, and distribute Town Meeting Warrants.
  
- Attend and take minutes at Select Board Meetings.
- Serve as liaison between Town Administration and the Select Board. E.g. Making arrangement, coordinate all logistics for meeting, etc.

Selectmen's Department  
Executive Assistant to the Town Administrator & Select Board  
2/25/20

## **Town of Natick Job Description**

- Provides exemplary internal and external customer service.
- Responds to inquiries and complaints from members of the general public, referring complaints to the proper Town officials for follow-up.
- Answers general inquiries and complaints from residents, other departments and Committees/Boards.
- Manages Board and Committee appointments and reappointments, including recruiting and scheduling interviews.
- Answers phones, takes messages and routes calls.
  
- Makes very frequent contact with other municipal departments, local and state officials, vendors and representatives of outside organizations; makes frequent contacts with town residents and the general public; contacts are primarily in person and by telephone, and involves discussing routine and semi-complex information; contacts with the public require considerable patience and courtesy.
- Has access to a wide variety of department-level and town-wide confidential information requiring the application of appropriate judgment, discretion and professional office protocols; confidential information may include employee discipline matters, legal matters, policy concerns, etc.
- Prepares correspondence for Select Board.
- Drafts and prepares proclamations, resolutions and certificates for presentation by the Select Board. Maintain an open issue log for the Select Board.
- Responsible for scheduling requests seeking Select Board's approval at meetings. Schedule visitors and people to be honored at meetings.
- Maintain and manage an office records management and filing system.
- Keep self-informed of all Town government operations and activities, so as to be able to explain them effectively to department heads, employees and citizens.
- Performs other related duties of the class, as needed to ensure efficient, operational office. These duties are not exhaustive but delineates some of the various office tasks that are required.

**In the absence of the Senior Executive Assistant, this position will serve as backup for the**

Selectmen's Department  
Executive Assistant to the Town Administrator & Select Board  
2/25/20

## **Town of Natick Job Description**

### **following tasks:**

- Tracks property and casualty insurance claims. Submits claims to insurance company. Creates and maintains file.
- Maintain and manage an office records management and filing system, serve as Records Access Officer for the department.
- Assist with all activities related to the preparation of the Annual Report, including procurement and printing.
- Schedules and assigns custodial work in the office.
- Purchases and maintains inventory of supplies for office; prepares invoices for payment and weekly payroll for Collector.
- Oversee all steps of license renewals, including: alcohol, common victualer, class I, II, III, entertainment, automatic amusements, junk dealers and tax/livery.

### **Recommended Minimum Qualifications:**

#### **Education and Experience:**

- In addition to special training, incumbent should have served in progressively responsible administrative work in an office setting for at least five (5) years. Work experience should include office management and computer operations.
- Incumbent should have an Associate's Degree or equivalent work experience.

#### **Knowledge, Abilities and Skill**

##### **Knowledge:**

- Extensive knowledge of Town By-Laws and regulations, policies, programs and operations of the Town government in order to perform diverse standardized and non-standardized assignments calling for a high degree of judgment and discretion to carry them out.
- Considerable knowledge of business English, grammar, punctuation and spelling.
- Considerable knowledge of and skill in stenography to take minutes of meetings and oral dictation from superiors with accuracy.

Selectmen's Department  
Executive Assistant to the Town Administrator & Select Board  
2/25/20

## **Town of Natick Job Description**

### Abilities:

- Ability to motivate, train and direct a clerical support staff.
- Ability to proactively anticipate the needs of a Select Board member or the Town Administrator
- Ability to maintain confidentiality of sensitive information.
- Ability to establish and maintain harmonious relationships with a wide variety of persons, including public officials, fellow workers and citizens.
- Ability to communicate effectively with others, both orally and in writing.
- Ability to prepare statistical and technical reports.
- Ability to work with a high degree of independence, attending to numerous details and completing assignments on time.

### Skill:

- Skill in the use of office equipment, including computer, fax, scanner, calculator and other pieces of equipment.

### **Physical and Mental Requirements**

*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 position's essential functions.*

#### **Physical Skills:**

- There is little or no physical demand needed. The ability is required to lift up to 30 pounds.

#### **Motor Skills:**

- Duties may involve close hand-eye coordination and physical dexterity.

#### **Visual Skills:**

- Ability to read, see, and differentiate between colors.

*This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and*

Selectmen's Department  
Executive Assistant to the Town Administrator & Select Board  
2/25/20

**Town of Natick  
Job Description**

*requirements of the job change.*