

**Town of Bolton, Massachusetts**  
**Job Description**

<b>Position Title:</b>	Administrative Assistant (Health and Permitting)	<b>Grade Level:</b>	II
<b>Department</b>	Board of Health	<b>Date:</b>	July 2013
<b>Reports to:</b>	Town Administrator	<b>FLSA Status</b>	

**Statement of Duties:** The employee is responsible for the provision of a wide range of administrative and clerical support services in support of the Board of Health, Building Department and Town Planner. Employee is required to perform all similar or related duties.

**Supervision Required:** Under the general supervision of the Town Administrator, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee’s work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed.

**Supervisory Responsibility:** The employee, as a regular part of the job is not required to supervise any Town employees. This employee is required to cover for the Executive Assistant to the Town Administrator in her absence.

**Confidentiality:** In accordance with the State Public Records law, the employee does not have regular access to confidential information.

**Accountability:** Consequences of errors or poor judgment may include missed deadlines, legal repercussions, monetary loss, and adverse public relations.

**Judgment:** Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

**Complexity:** The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

**Work Environment:** Employee performs work in a municipal office setting subject to frequent interruptions. The employee is required to work beyond normal business hours in order to attend meetings of the Board of Health.

**Nature and Purpose of Relationships:** Relationships are primarily with co-workers, town employee, board/committee members, and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan

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or coordinate work efforts, or resolve operating problems. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with uncooperative or uninformed persons.

**Occupational Risk:** Duties of the job present little potential for injury to the employee. The level of occupational risk exposure to the employee is similar to that found in a municipal office setting having frequent contact with the public.

**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.*

1. Services as a liaison for the Board of Health answering the department's telephone and greets citizens/staff at a counter providing assistance with the processing of applications; forwards questions and/or concerns to the Board of Health for review.
3. Posts Board of Health meeting and legal notices, prepares agendas, records and types meeting minutes, distributes meeting materials pertaining to meetings in accordance with the State's Open Meeting law.
5. Performs a range of clerical duties for the Board of Health, Building Department and Town Planner including but not limited to the filing of papers, administration of department permits and licenses, and the procurement of office supplies or equipment.
6. Attends meetings of the Board of Health to take meeting minutes.
7. Maintains an inventory of supplies and orders additional supplies as necessary.
8. Maintains both electronic and paper records of all activities and decisions of the Board of Health.
9. Provides support coverage as needed on a temporary basis when the Administrative Assistant to the Town Administrator is not available.

**Recommended Minimum Qualifications:**

**Education and Experience:** Associates degree or three to five (3-5) years of office experience; or an equivalent combination of education and experience.

**Special Requirements:** None required.

**Knowledge, Abilities and Skill**

**Knowledge:** Knowledge of Board of Health, Building and Planning Department operations including state laws and town ordinances pertaining to the provision of services. Knowledge of technology including but not limited to office software (word processing and spreadsheet applications) and the Internet in support of department operations.

**Abilities:** Ability to work independently, and be self motivated. Ability to establish and maintain effective working relationships with employees of the Town as well as citizens of all ages and to deal effectively with disgruntled members of the public. Ability to manage multiple tasks in

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detailed, timely and effective manner. Ability to take initiative in response to requests for information or guidance regarding the provision of Board of Health, Building or Planning Department services.

Skills: Proficient customer service, written and oral communication skills; good common sense. Proficient skill in the application of technology and personal computer keyboarding skills in support of department operations.

**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:** Little or no physical demands are required to perform the essential functions of the position. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, kneeling, twisting, reaching with hands and arms, and standing. The employee is occasionally required to lift, push, or pull objects such as books, office equipment, and computer paper.

**Motor Skills:** Position requires the application of basic motor skills for activities including but not limited to operating a personal computer, office equipment, word processing, pushing, pulling, or lifting office equipment, and sorting and/or of papers.

**Visual Skills:** Position requires the employee to constantly read documents and reports for understanding and analytical purposes. The employee is rarely required to determine color differences.