

Town of Dover, Massachusetts
Job Description

Position Title:	Administrative Assistant	Grade Level:	1
Department	Health	Date:	6/13/2023
Reports to:	Board of Health	FLSA Status	Non-exempt

Statement of Duties: The Administrative Assistant is responsible for the provision of administrative services in support of the Board of Health and its Agents in accordance with Massachusetts General Laws and the Town of Dover regulations. The employee is required to perform all similar or related duties.

Supervision Required: Under the general supervision of the Board of Health and the Health Agent, the Administrative Assistant establishes the work routine and uses initiative in carrying out recurring assignments independently. The supervisor may provide instruction for new or unusual assignments. Unusual situations may be referred to the supervisor for advice and further instructions. The Board of Health and Health Agent reviews work to remain aware of progress, work methods, and technical accuracy.

Supervisory Responsibility: The Administrative Assistant as a regular part of the job is not required to supervise other department employees.

Confidentiality: In accordance with the State Public Records Law and HIPPA, the Administrative Assistant has regular access to confidential information such as official personnel files, client and department records as well as lawsuits, personal health-related information, and criminal records/investigations that are obtained during performance of regular position responsibilities.

Accountability: Consequences of errors, missed deadlines or poor judgment may include adverse customer relations, jeopardize programs, personal injury, danger to public safety, and legal repercussions to the Town.

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

Complexity: The work consists of a variety of duties which generally follow established standardized operating procedures as well as local, state and federal regulations or laws. 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: The work environment involves everyday discomforts typical of a municipal office setting subject to frequent interruptions. Noise or physical surroundings may be distracting, but working conditions are generally pleasant.

Nature and Purpose of Public Contact: Relationships are primarily with co-workers, contractors, real estate agents, and the general public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate

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work efforts, or resolve operating problems. Other regular contacts are with representatives of other town or other municipal departments or governmental agencies, lawyers and representatives from insurance companies and other municipalities. More than ordinary courtesy, tact, and may be required to resolve complaints or deal with uncooperative or uninformed persons.

Occupational Risk: Risk exposure is similar to that found in a municipal office setting.

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.

Performs a range of administrative work in support of the Board of Health and its Agents that includes delivery of customer service, issuance of department permits, conveying covenants to the court, creating and maintaining septic systems, pumping records, animal control records, and other department records as well as preparation and processing of the department's invoices, payroll and payables.

Provides direct assistance to the public in response to various inquiries in person, by telephone or via email in an attempt to resolve problems; may refer complex issues to other appropriate department personnel.

Oversees the permit application process for camps, food establishments, installers/haulers and correspondence/documents to the court for recording.

Works with Region 4AB on emergency preparedness and EDS plans.

Updates schedules/lists for fees, haulers/installers, engineers, etc.

Assists with the preparation of the department's annual operating budget.

Manages sharps compliance service.

Maintains repair logs and files that are generated from citizen complaints and/or concerns.

Prepares weekly turnover log of monies received and submits to the Town Treasurer's office.

Serves as the Town's Burial Agent.

Takes Board of Health meeting minutes.

Recommended Minimum Qualifications:

Education and Experience: A minimum of a High School diploma; Associate Degree preferred; one to three (1-3) years related work experience preferably in a municipal office environment; or

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any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements: Certification as a Notary Public.

Knowledge, Abilities and Skill

Knowledge: Knowledge of common policies, practices and procedures of the Town's Board of Health Department and professional office operations; knowledge of applicable Massachusetts General Laws that deal with septic systems and water supplies (Public Health, Building Code, Conservation Bylaw, State Sanitary Code, State Housing Code and other applicable state laws such as MGL chapters 111, 46, 41,105, and CMR) and Town of Dover regulations pertinent to camps, swimming pools and other matters interrelated with either the Building Department or Planning Board. Familiarity with the operation and services offered by the Town's BOH Department. Knowledge of office software (word processing and spreadsheet applications) the web site, and the Internet in support of department operations. Knowledge of modern office practices, procedures, and equipment including the use of personal computers.

Abilities: Ability to multitask, prioritize, and to complete assignments in a timely and accurate manner; ability to understand and follow oral and written instructions. Ability to communicate effectively orally and in writing. Ability to work independently, and be self-motivated. Ability to work cooperatively in a team setting with others at all times. Ability to work independently and to interact effectively with disgruntled members of the public, members of the Board of Health, and other department personnel.

Skills: Proficient skill in the operation of a personal computer, office equipment and the application of office software including word processing, spreadsheet, and database management applications; proficient business math, recordkeeping, keyboarding and customer service skills; proficient written and oral communication skills. Effective organizational skills.

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 Demands: Little or no physical demands required to perform the essential functions of the position. Work assignments principally involve sitting and walking to perform work tasks, with intermittent periods of standing. The employee is occasionally required to lift objects such as office equipment or files.

Motor Skills: Duties are largely mental rather than physical, but the job may occasionally require the application of basic motor skills to perform activities such as moving objects, operating a telephone system, operating a personal computer and other department office equipment.

Visual/Auditory Skills: The employee is required to constantly read documents, personal computer

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screens for general understanding and for analytical purposes. The employee must have the auditory ability to listen and comprehend. The employee is rarely required to determine color differences or to read non-written materials (e.g., maps or blue prints).

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