

# Town of West Tisbury, MA

**POSITION:** Administrative Assistant

**DEPARTMENT:** Council on Aging

**Position Purpose:**

The purpose of this position is to perform responsible clerical and administrative work of moderate difficulty and responsibility in supporting the operations of the Council on Aging; performs all other related work as required.

**Supervision:**

*Supervision Scope:* Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of some judgment and initiative to perform duties, complete assigned tasks, and analyze the facts or circumstances surrounding individual problems.

*Supervision Received:* Works under the general direction of the Director, generally establishing own daily work plan and choosing between appropriate courses of action to achieve defined objectives; only unusual cases are referred to supervisor.

*Supervision Given:* None.

**Job Environment:**

Work is performed under typical office conditions with frequent interruptions. Work environment is moderately noisy. May be required to wear gloves and protective gear when assisting elderly, with some exposure to unsanitary situations.

Operates computer, printer, calculator, copier, facsimile machine, video, projection system, telephone and other standard office equipment.

Makes frequent contact with senior citizens, vendors, medical professionals, elder services, other agencies, the general public and with other town departments. Contacts are in person and by telephone and generally consist of an information exchange dialogue.

Has access to department-related confidential information including personal information about citizens in town and of the Council on Aging matters. Employee must maintain confidentiality.

Errors could result in delay or loss of department services and poor public relations.

**Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types 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 clerical and secretarial duties for the Council on Aging; answering the phones ensuring calls are answered and transferred to appropriate staff and/or relays messages in a timely fashion; assisting anyone who walks in with questions; provides the initial contact with clients as they enter the center.

Compiles and maintains information necessary for calculating statistics.

Organizes and maintains a filing system on clients, community affairs and general business conducted within the office.

Manages “My Senior Center” computer program.

Prepares monthly Howes House Newsletter; collects and compiles information that may be helpful and beneficial to the senior citizen population.

Creates databases used for updating the yearly census and mailing labels.

Collects and calculates payments from clients for programs: trips, programs, bus passes, lunch and donations.

Types documents and reports for the Director and Staff.

Maintains statistics on all office programming and utilization of office space upon which formula and incentive grants are based.

Performs intake for new clients and provides with information packet (senior discount list, COA brochure, etc.).

Assists with bagging and distribution of monthly Government Food Surplus for low income clients.

Assists clients with using the fax and copying machine to complete applications.

Arranges and cleans up furniture after programs to ensure an orderly and safe environment for program participants.

Maintains and coordinates the calendar of after hour room use.

Creates monthly program calendar to inform clients of available programs available each day.

Assists with equipment loans (i.e. walkers, wheel chairs, commodes, canes, etc.)

Complete Elder Service lunch paperwork in Assistant Director's absence.

Conducts daily reassurance calls to homebound, asterisk seniors.

Performs similar or related work as required, directed or as situation dictates.

**Recommended Minimum Qualifications:**

**Education, Training and Experience:**

High school education; two years of secretarial/clerical/office administration experience; experience working with the public/customer service preferred; or any equivalent combination of education, training and experience.

**Special Requirements:**

Must successfully pass CORI check.

AED Certification

Food Pantry Safety Certification

Notary Public, helpful

CPR/First Aid certification within one year of employment

**Knowledge, Ability and Skill:**

*Knowledge:* Thorough knowledge of office practices and procedures. Knowledge of department operations, functions and programs. Working knowledge of answering phones and teleconferencing and communicating with people in a professional and courteous manner. Working knowledge of computer programs used in work of the office.

*Ability:* Ability to prepare, type, and proofread correspondence and reports as to form and logic flow. Ability to deal with the public in a courteous and tactful manner. Ability to understand and follow instructions. Ability to organize tasks and time and prioritize. Ability to multi-task. Ability to communicate effectively, orally and in writing. Ability to deal tactfully and patiently with the elderly. May identify and report clients at risk. Handles emergency situations appropriately following department policies and guidelines.

*Skill:* Excellent customer service skills. Very good computer skills, including word processing, spreadsheets, publisher, typing, and data management. Skill and ability in operating standard office equipment. Good communication skills. Good organizational skills.

**Physical 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 essential functions.*

Regularly required to sit, communicate, and hear. Operates hand tools or controls, and reaches with hands and arms as in picking up papers, files, and other common office objects weighing up to 40 pounds. Must be able to operate a keyboard at an efficient speed. Vision and hearing at or correctable to normal ranges. Ability to perform CPR.

*(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 change.)*