

## **ADMINISTRATIVE SERVICES SUPERVISOR**

### **DEFINITION**

Supervises and performs a wide variety of complex and responsible clerical support administrative duties for the Town Manager, Planning and Building department, and Human Resources functions.

### **DISTINGUISHING CHARACTERISTICS**

This is the Town's supervisor of administrative services position and is responsible for providing administrative support duties to the Town Manager, Planning Director, and Building Official or other Town officials as delegated. The position is of a high confidential nature requiring a great amount of diplomacy and discretion. Because the position is the administrative support to the Town administrative officials, the incumbent must possess a high degree of initiative, independent judgment, understanding and organizational ability.

### **SUPERVISION RECEIVED/EXERCISED**

General supervision is provided by the Town Manager. Assignment instructions and direction may be received from other Town officials as authorized by the Town Manager. Daily supervision, including assigning and reviewing completed work, is provided by the Administrative Services Supervisor to the Office Assistant position. Additionally, full supervisory responsibility is exercised over part-time and seasonal clerical support employees and all administrative functions of the Town.

### **ESSENTIAL DUTIES**

Researches and gathers information for reports; answers questions from public both in person and on the phone; performs administrative and advanced clerical duties to support activities of Town Manager; performs heavy typing and transcription; composes correspondence and postings; completes and maintains records of new and terminated employees; administers employee benefit plans including enrollment, claims and bills; takes and transcribes minutes; prepares quarterly and annual reports including payroll and benefits; answers questions from employees; provides new employee orientation; oversees employment recruiting activities; assists with elections as a deputy town clerk; provides assistance to Planning Director in preparing Z/DRB committee agendas; assists the Building Official and Inspector with building permit applications and inspection processing, and assists with a variety of administrative and planning department management information and files.

### **OTHER DUTIES**

Maintains files; supervises and organizes work for Office Assistant; works with Finance Director to solve billing, payroll, and computer related problems; trains, oversees and supervises the Office Assistant; performs administrative and clerical duties to support work of management staff and public works employees; maintains inventory and orders supplies for various departments; assists with billing of utility customers, open and closing accounts, and late charge notices for delinquent accounts.

## **QUALIFICATIONS**

### **Experience/Education**

Sufficient experience and education to quickly learn the functions and operations of Town administrative and general business activities. A typical way of obtaining the required qualifications is to possess the equivalent to four years of progressively responsible clerical support and administrative experience of which approximately two years should have been at the administrative or executive level.

### **Knowledge/Skill/Ability**

General organizational and operational knowledge of the functions of a local governmental agency; modern office administrative and personnel practices and procedures, including a variety of office machines and computerized equipment; principles and practices of supervision, and some knowledge of bookkeeping and other financial record keeping activities. Skill in providing varied complex administrative and office supervision assistance to the Town Manager and other Town officials; ability to communicate effectively orally and in writing; organizing, prioritizing, assigning and reviewing the work of other support staff; typing with sufficient speed and accuracy to prepare a variety of administrative related correspondence and reports in an efficient manner, ability to use personal computer to perform word processing, spreadsheets and other special functions; working with the public, including providing requested information essential for conducting necessary Town business. Ability to use initiative and independent judgment within broad guidelines; research and compile varied information materials; compose confidential and sensitive correspondence independently or from brief instructions; maintain accurate records and files; organize work, set priorities and meet critical deadlines, including following up with minimum of direction; establish and maintain effective working relationships with others are also required.

### **Working Conditions**

Position requires sitting, standing, walking on level surfaces, twisting, turning, kneeling, bending, stooping, squatting and crouching in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in writing and typing correspondence and reports and in data and ledger entering. The need for accurate near vision is used in filing and completing forms and reports. Additionally, the incumbent relies on acute hearing in providing customer services at the counter and by phone. Because the working environment is in a public administrative setting, the incumbent works with frequent deadlines, constant interruptions and, at times, impatient and irate customers.