

## **TOWN OF WAYLAND POSITION DESCRIPTION**

**Title:** Department Assistant – Department of Public Works

**Department:** Public Works

**Appointing Authority:** Public Works Director

**Affiliation:** AFSCME 2

**Grade:** C-14

**Personnel Board Approved:** 7/20/09

**Effective Date:** 12/7/15

### **Summary of Duties**

High level, responsible and complex clerical, administrative and technical work in assisting Public Works managers discharge the functions of the office; office work is related to the administrative functions of the department; all other related work as required.

### **Supervision Received**

Works under general direction of the DPW Director, generally sets own daily work plan; follows appropriate courses of action to achieve defined objectives; refers unusual circumstances to supervisor.

Performs a variety of responsible, comprehensive functions of an administrative, clerical and technical nature, requiring the exercise of judgment and initiative, and interprets guidelines to carry out assignments. Exercises considerable judgment in responding to inquiries from the residents and those engaged in business with the department.

### **Supervision Exercised**

None.

### **Job Environment**

Performs work under typical office conditions; may be required to work during emergency situations; work environment may be moderately noisy.

Operates computers and standard office equipment, including typewriter, telephone, facsimile machine, and copy machine; may operate two-way radio dispatch unit.

Has frequent contacts with town residents, other town and school departments, governmental officials, contractors, suppliers, vendors and employees; contact is by telephone, in person and in writing.

Has access department-related confidential information, including personnel files and information relating to legal actions.

Errors could result in confusion, delay or loss of services, significant monetary loss, and adverse 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.*

Assists in the efficient operation of the office through the performance of various administrative and clerical functions.

Creates, prepares and mails bills for services rendered; processes bills and charges payable by the department; maintains required records and documentation; balances receivables with Treasurer's Office; prepares municipal liens; may assist in the preparation and submission of the budget; may prepare and submit information for departmental payroll; maintains employee personnel information.

Schedules and bills final water reads; updates billing database, meter books, files, etc; updates reports for pumping stations; updates monthly system distribution report.

Prepares Chapter 90 Reimbursement forms for State projects.

Assists with the sale of cemetery lots, foundation orders and genealogy requests; processes cemetery records; prepares deeds for all lots; provides burial information and assistance in the selection of burial lots.

Prepares renewal notices for Transfer Station stickers, may sell tags for bulky waste disposal.

Maintains departmental records, databases and related information as required; prepares a wide variety of reports as required by management and governmental entities.

May assist in the preparation of contract specifications and contract documents, tabulation of bids, placement of advertisements; notifies bidders of contract awards.

Provides daily assistance to residents and contractors on DPW related matters; writes-up, distributes and responds to service requests and service problems; receives and refers complaints; responds to inquiries for information; conveys operating procedures as needed; maintains cooperative public relations.

Schedules hearings before the Board of Public Works; prepares legal notices and all relevant information for publication; contacts and schedules all relevant parties.

May attend Board of Public Works meetings; may take board minutes; transcribes board minutes; provides and posts agendas; prepares packets for board members in anticipation of meetings.

Maintains the DPW webpage; posts and updates a variety of information to include but not be limited to Board of Public Works meetings, agendas, hearings, project schedules and other DPW related information.

Assists in the development and production of notices, flyers, media releases and a variety of informational materials.

Maintains the Town's Sign Board sign-up sheet; distributes information to appropriate DPW personnel.

Assists in ordering, distributing and monitoring office supplies; assists in the maintenance of office equipment.

Performs a variety of clerical functions including, but not limited to filing, typing, data entry, answering the telephone, taking messages, preparing correspondence, scheduling meetings and appointments, etc.

Prepares a variety of Town-related paperwork for the department.

May assist DPW managers during snowstorms and emergency situations.

May be required to attend special meetings and work on special projects.

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

### **Recommended Minimum Qualifications**

#### **Education:**

High School diploma; Associate's Degree in a related field of endeavor preferred.

#### **Experience:**

Over three years of experience in administrative and clerical work; municipal experience preferred.

#### **Substitutions:**

Additional years of relevant education may be substituted for the experience requirement on a year for year basis.

**Licenses/Certificates:**

None

**Knowledge, Abilities and Skills:**

Knowledge of standard office practices, procedures and equipment.

Knowledge of standard bookkeeping practices and account maintenance in support of the department.

Knowledge and ability to employ records management practices.

User knowledge of personal computers and Windows-based software programs; skill and ability to operate a personal computer and a variety of office equipment.

Ability to prepare reports and correspondence.

Ability to maintain accurate and detailed records.

Ability to multi task, organize, work independently, accomplish tasks and meet deadlines despite frequent interruptions in a fast-paced environment while maintaining attention to detail.

Ability to coordinate board, office and staff functions.

Ability to interact tactfully and effectively with Town employees, supervisors, officials and the general public.

Ability to communicate effectively both verbally and in writing.

Ability to read and interpret pertinent Town Code and federal and state laws, rules and regulations relating to departmental operations.

Ability to maintain confidentiality of information.

Excellent typing and administrative skills.

Excellent customer service skills.

**Physical Requirements**

Minimal physical effort generally required. Ability to operate a keyboard at efficient speed and sit at a computer for long periods of time. Occasionally required to lift or move items weighing up to 30 pounds. Specific vision requirements include close vision and the ability to adjust focus. Ability to talk, hear, walk, stand and sit.

*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.*