

**TOWN OF WAYLAND
POSITION DESCRIPTION**

Title:	Sr Clerk – Public Buildings
Department:	Public Buildings
Appointing Authority:	Town Administrator
Affiliation:	Non-Union
Grade:	N-1
Personnel Board Approved:	03/30/09

Summary of Duties

Skilled routine clerical, secretarial and record keeping work in answering phones, interacting with the public, providing customer assistance, data and word processing; work is of a participatory nature, requiring thorough knowledge of departmental operations; all other related work as required.

Supervision Received

Works under the general supervision of the Public Buildings Director following department rules, regulations and policies, requiring the ability to plan and perform operations, and to independently complete assigned tasks according to a prescribed time schedule. Work may be coordinated by the School's Facility Manager.

Performs varied and responsible functions requiring a knowledge of departmental operation and the exercise of judgment and initiative, particularly in situations not clearly defined by precedent or established procedures. Refers the more difficult customer service requests to supervisor.

Supervision Exercised

None

Job Environment

Work is performed under typical office conditions with normal interruptions during the day from the general public; work environment is moderately quiet.

Operates computers, typewriters, copier, facsimile machine, telephone and all other office equipment.

Makes frequent contacts with the general public, contractors, other Town departments and officials, outside agencies, and other governmental organizations; most communication is by means of telephone, and personal discussion, and involves discussing or furnishing routine information.

Errors could result in significant delay or loss of 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.

Assists the general public and Town and School employees on the telephone and in person regarding building issues; assists residents, contractors and other departments by providing copies, pulling files, issuing information, regulations and work orders; assists in filling out work orders; takes messages.

Assists in the preparation of bid packages; receives bids from contractors; assists in bid openings; notifies contractors of awards.

Maintains the Public Building Department filing system.

Maintains and enters data for the Public Building Department's electronic work order system.

Assists in the preparation of accounts payable vouchers for the Public Buildings Department.

Processes and organizes various forms, work orders, reports and other types of information; copies, and distributes various reports and materials; pulls and routes files and specifications to the Public Buildings Director and Facilities Manager; assists in preparation of materials for various meetings.

Provides general secretarial assistance and types correspondence and various letters, forms, reports, bids, contracts and advertisements from copy, rough draft or general

instructions; maintains departmental records; screens incoming departmental correspondence; prepares reports as required; performs record keeping work.

Provides coverage for the office in the absence of other personnel.

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

Recommended Minimum Qualifications

Education:

High school education including, or supplemented by, courses in office procedures, typing and computers.

Experience:

Two (2) years of experience in clerical, secretarial, record keeping or related field; experience in a municipal setting and in dealing with the public strongly preferred.

Substitutions:

An equivalent combination of education and experience.

Licenses/Certificates:

None

Knowledge, Abilities and Skills

Thorough knowledge of departmental operations and functions.

Working knowledge of the organizations and institutions relevant to the department's functions.

Knowledge of the full scope of departmental activities and policies.

Ability to organize clerical and statistical records.

Ability to maintain detailed and extensive records and to prepare reports from same.

Ability to work effectively under time constraints to meet deadlines.

Ability to deal tactfully and appropriately with the general public and town departments in an effective manner.

Skill in typing and computer applications.

Skill in all of the above listed tools and equipment.

Excellent customer service skills.

Experience and skill in record keeping and filing.

Physical Requirements

Minimal physical effort required in performing duties under typical office conditions. Ability to operate a keyboard at efficient speed. Vision and hearing at or correctable to normal ranges. Ability to sit, stand, walk and hear. May be required to stand for long periods of time when assisting the public. May be required to carry or lift materials weighing up to 30 pounds.

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.