

**TOWN OF WAYLAND
POSITION DESCRIPTION**

Revised 10/27/23 Pending Approval by the Personnel Board

Title:	Executive Assistant to the Town Manager
Department:	Select Board's Office
Appointing Authority:	Town Manager
Affiliation:	Non-Union
Grade:	N-5
Personnel Board Approved:	6/6/00
Personnel Board Revised:	9/19/16

Summary of Duties

High level, responsible and complex secretarial, clerical, and administrative work in assisting the Town Manager and the Select Board in accomplishing the goals, objectives and functions of the office; performs office management and administrative work; all other related work as required.

Supervision Received

Works under the direction of the Town Manager.

Works independently generally setting own daily work plan and choosing among appropriate courses of action to achieve defined objectives; refers only unusual cases to supervisor.

Performs a variety of responsible, comprehensive functions of an administrative and technical nature, requiring a high level of judgment and initiative, and the ability to interpret statutes and guidelines and carry out assignments independently; exercises considerable judgment in responding to inquiries from the general public and managing workload and assignments.

Supervision Exercised

None

Job Environment

Work is performed under busy office conditions with many interruptions during the day from staff and the general public; work environment is moderately noisy.

Operates computers and software systems including the municipal financial system and Town website; operates standard office equipment in a proficient and effective manner.

Makes frequent contacts with local, state, and federal departments, agencies and officials, the general public, other departments, boards, committees, vendors, and representatives of outside organizations; contacts with the public require considerable patience, tact, understanding and courtesy; contacts are in person, by telephone and in writing. Communication is by means of telephone, personal discussion, and correspondence; contacts are for the purpose of explaining policies/procedures and providing departmental information; contacts with officials and employees are for the purpose of coordinating work effectively.

Has regular access to departmental and town-wide confidential information, the disclosure of which would cause poor public and employee relations and possible legal repercussions.

Misjudgments could result in considerable confusion, monetary loss, delay in services 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.

Prepares all correspondence on behalf of the Select Board and the Town Manager; may also prepare correspondence on behalf of the Asst. Town Manager; maintains files on all Select Board and Town Manager correspondence to include letters, documents, agreements, etc.; edits, corrects and modifies draft documents as appropriate; may be required to provide clerical assistance to various boards and committees.

Coordinates with the Town Manager the weekly Select Board meeting agendas and correspondence; prepares and transmits to the Board packets of relevant meeting materials; upon completion of the agenda, posts the Select Board's Meetings with the Town Clerk's Office; posts Select Board's agendas and board packages on the Town's website.

Maintains and updates website for both the Town Manager and Select Board.

Manages the calendar of the Town Manager; responsible for booking and confirming appointments with internal and external stakeholders.

In conjunction with information provided by boards, committees and departments, prepares and produces the Annual Town Report.

Assists in overseeing the day-to-day administration of the office and the development of office procedures.

Provides oversight for the Select Board's licensing responsibilities; prepares documentation and background for Board reviews and approvals; issues and annually reviews all licenses and permits for alcoholic beverage licenses for restaurants and package stores, common victuallers, entertainment licenses, auto dealers, one-day liquor

licenses, change of managers/owners, etc. as approved by the Select Board; analyzes and compares fees charged by comparable towns; collects fees and prepares and submits accounts receivables to the Treasurer/Collector.

Oversees the on-boarding process for new board and committee members; prepares appointment letters; coordinates the assignment of Town email addresses to volunteers and elected officials with IT staff; develops, plans and coordinates individual and/or group orientations for new board and committee members; responsible for planning annual volunteer appreciation events; prepares and sends acknowledgments of service.

Stays abreast of relevant changes and updates within the M.G.L, such as the Open Meeting Law, which may affect the operations within the Select Board's Office; plans training opportunities for all board and committee members.

Working with all boards and departments, ensures Wayland's web pages and associated information are organized, up-to-date and complete.

Responsible for providing public notices and advertisements for Select Board hearings.

May assist in the development of notices, flyers, brochures, media releases, news articles, and other informational materials about programs and services; may plan functions and events sponsored by the Town, the Select Board or the Town Manager.

Serves as the primary point of contact for the general public for the Select Board's Office; assists the public in any way possible; schedules appointments; schedules and arranges various staff meetings; takes messages; opens and processes mail; distributes reports, memos, and necessary information to appropriate parties; maintains an appropriate filing system.

Provides the public with access to the Select Board's records; provides information upon request; retrieves information for interested individuals; responds to numerous inquiries from the public, committees, boards, co-workers and town officials.

Responsible for the purchase of general office supplies for departments in the Town building; is responsible for contract oversight pertaining to the maintenance and repair of office equipment in the town building, i.e., copiers, printers, facsimile machines and mail machine.

Responsible for scheduling the use of town building meeting rooms by various boards, committees, commissions and outside organizations, etc., taking care that no conflicts occur; prints and posts room assignments daily. Responsible for managing the booking of remote meetings via Zoom.

Serves as back-up for processing invoices paid through the Select Board's Office.

Serves as back-up for the production of the Select Board's minutes.

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 preferred.

Experience:

Over five (5) years of administrative experience working for senior management; experience in a municipal or government environment preferred.

Licenses/Certificates:

None

Knowledge, Abilities and Skills:

Knowledge of the principles and practices of municipal government.

Knowledge of standard office practices, procedures and equipment.

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.

Familiarity with pertinent State and local laws relating to departmental and town operations.

Working knowledge of Web Site management, preferably CivicPlus.

Must have excellent command of the English language, sentence structure, punctuation and spelling.

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.

Good communication skills; ability to communicate effectively verbally and in writing.

Ability to read and interpret pertinent State and local laws relating to departmental operations.

Ability to maintain confidentiality of information.

Ability to operate various types of office equipment and perform routine support of such equipment.

Excellent typing and secretarial 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. Specific vision requirements include close vision and the ability to adjust focus. Ability to talk, hear, walk, stand and sit. Occasionally required to bend, stoop, kneel and crouch and move boxes 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.