

**TOWN OF STONINGTON
JOB DESCRIPTION**

OFFICE ASSISTANT II

NATURE OF WORK

This position requires responsible clerical work of moderate complexity, which serves as the department's clerical support.

Work requires the operation of a computer terminal and auxiliary electronic equipment and is performed under general supervision, and verified in accordance with departmental procedures.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Work is conducted within clearly established systems and procedures. General tasks include but are not limited to the following, relevant to a particular department's requirements:

- Plans and organizes work according to standard office procedures.
- Performs general clerical functions, such as answering the phone, sorting of mail, filing, etc.
- Answers information requests.
- Handles service complaints from the public.
- Provides an office of record and point of contact for the public to communicate with and obtain information from and about the various commissions.
- Provides assistance to the public with requests for maps and general information relating to the department.
- Accepts, processes and distributes applications and collects and records service fees.
- Prepares and distributes agendas, notices of decisions, legal notices, permits and letters of approval for regulatory land use boards and commissions.
- Prepares and distributes "meeting packets" for appropriate boards/commissions.
- Provides additional clerical support to appropriate Town boards/commissions, as required.
- Maintains files and logs as needed.
- Maintains inventory of supplies relevant to office.
- Maintains customer accounts.
- Handles billing, collection and recording of payments.
- Prepares daily and monthly financial and activity reports.
- Compiles and coordinates data using spreadsheets.

OTHER JOB FUNCTIONS

Performs related work as required.

REQUIREMENTS OF WORK

Graduation from high school, including or supplemented by courses in business and computers, plus three years of relevant experience, is required. Relevant experience includes general office work; or any equivalent combination of training plus experience. The employee must possess the following knowledge, abilities and skills:

- Knowledge of modern office procedures and office equipment
- Ability to learn the special laws, regulations and technical terminology pertaining to assigned work

OFFICE ASSISTANT II

- Skill in the use of a computer terminal or personal computer for word processing, database or spreadsheet applications
- Ability to give oral and written instructions in a precise, understandable manner, as well as the ability to follow oral and written instructions.
- Ability to communicate effectively in oral expression, to write concisely, to express thoughts clearly, and to develop ideas in logical order is required. Information provided orally must be accurately recorded.
- Skill in making decisions and ability to act quickly
- Ability to work accurately with names, numbers, colors, codes and/or symbols
- Ability to maintain accurate records and prepare general reports with the ability to exercise discretion in handling confidential information
- Ability to perform mathematical calculations quickly and accurately
- Ability to establish and maintain professional working relationships with Town officials, other departments and agencies, and office staff.
- Skill in dealing with and communicating with the public in an effective, professional and courteous manner
- Willingness to learn both on site and at special classes

NECESSARY SPECIAL REQUIREMENTS

None stated.

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is frequently required to sit, stand, talk, walk and hear. The employee must have the ability to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision and the ability to adjust focus. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

The employee must be free from mental and/or physical disorders, which would interfere with the performance of duties, as described. The employee must be able to interact with people who are under physical and/or emotional stress as well as the ability to maintain a calm manner in stressful and emergency situations. An ability to adapt to varying work situations and establish and maintain harmonious working relationships with others is also required.