



TOWN OF NEDERLAND

Administrative Assistant Position Description

Department: Administration

FLSA: Non-exempt, Part-Time

Pay: Hourly, \$14 – \$18/hour

Revised: June 2020

Schedule: 30 hours per week, Monday – Thursday

Scope of Work

The Administrative Assistant performs a variety of clerical, communication, research, and data entry functions, requiring strong organizational and technical skills. Additionally, the employee will act as the Town Hall receptionist which involves extensive public contact, necessitating excellent communication, interpersonal skills, customer service, independent judgment, conflict resolution, and professionalism.

Supervision Received/Exercised

The Administrative Assistant reports to the Deputy Town Administrator/Town Clerk. This is not a supervisory position, but the Administrative Assistant may be asked to oversee volunteers or other support staff in a limited capacity.

Essential Duties

The Administrative Assistant is responsible for the following essential job functions and duties:

- Performs complex secretarial and administrative work.
- Updates the town website and social media via posting, editing, and working with contracted website specialists.
- Processes business licenses under the direction of the Town Clerk.
- Coordinates Nederland's EcoPass program: responsibilities include verifying rider eligibility; ordering/printing new passes; activating, suspending, and deactivating passes; updating RTD's web portal; communicating with RTD; and recording pass status and rider information in Xcel.
- Orders office and janitorial supplies for Town facilities; provides detailed records of expenses.
- Serves as a Notary Public for signing agreements with the Town.
- Retrieves, processes, and distributes incoming mail and packages.
- Gathers and compiles research and materials to prepare routine and special reports as directed by supervisors.
- Troubleshoots office equipment issues and coordinates with vendors for maintenance/repair.
- Creates and maintains electronic and paper files.
- Collects incoming checks/money; mails outgoing checks/invoices; makes regular bank deposits.
- Utilizes utility billing software to review account balances, process incoming payments, and answer questions.

- Provides excellent external customer service by greeting the public both in person at Town Hall and on the phone; directs the public to proper authorities or Town departments.
- Responds to public inquiries and disseminates information, both written and verbal, to the public and other departments.
- Answers public complaints professionally and, on occasion, de-escalates conflict. Informs others and/or forwards complaints to appropriate party; follows up on public inquiries and complaints in a consistent and timely manner.
- Under the direction of the Finance Support Specialist, assists with employee onboarding.

Other Duties and Responsibilities

1. Attends and participates in all required training and meetings.
2. Performs related work and projects as assigned and may be involved in special projects that are unrelated to primary and essential job functions.
3. Manages a limited amount of time and prioritizes a large volume of work so as to ensure all essential duties are completed correctly and on time.
4. Continues educational and certification requirements as necessary in order to remain current on technological advances, methods, and procedures.
5. Performs work assignments in a safe manner and encourages others to use safe work practices and maintains a work environment that is conducive to safe work practices and standards.

Knowledge, Skills, and Abilities

1. Demonstrates knowledge of computer software applications to include Microsoft Office and other networked computer functions, including Internet, e-mail, and social media sites.
2. Consistently demonstrates knowledge of and experience in use of spreadsheets, databases, and word processing to track internal information.
3. Experience with record-keeping and professional, contemporary office practices and equipment.
4. Capable of producing high quality and detailed work despite frequent interruptions.
5. Maintains confidentiality and handles matters of a sensitive nature.
6. Able to work safely and to recognize and manage risk.

Materials and Equipment Directly Used

- E-mail and networked systems, including Asyst utility billing software
- Personal computers and laptop computers
- Scanners/Laser printers/Photocopying and fax machines
- Multi-line telephones
- Postage meter

Working Environment/Physical Activities

Generally sedentary at a desk, exerting up to 10 pounds to lift, carry, push, pull or move objects. May require moderate lifting of 15-45 pounds under some circumstances. Other duties include filing,

resulting in reaching, bending, and standing. Extensive typing and data entry requires use of fingers and wrists and sitting for long periods of time in close proximity to a computer screen. Job requires reading, writing, keyboarding, hearing, verbal communication, and visually observing situations. Environmental factors include working closely with others in a closed office setting, working with office machinery and exposure to noise. Ability to drive a motor vehicle. Exposure to a variety of weather conditions and temperatures, slippery/uneven surfaces. Job requires working alone and as a member of a team.

Education, Experience, and Formal Training

Two years of college-level educational experience, and a minimum of two years of work experience in a professional office environment. Additional professional experience may be substituted for some educational background, at the Town's discretion. Preference will be given to candidates with customer service experience and/or a dedicated customer service orientation. Knowledge of Nederland and surrounding areas will also be considered.

Licenses or Certificates

- **Required Minimum:** Valid Colorado Driver's License at time of hire.
- **Desired:** State of Colorado Notary Public. Must obtain within 6 months of hire.

Other Duties as Assigned

All duties and descriptions listed in this job descriptions 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. This position description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the organization and requirements of the position change.

Benefits & Pay

- 1) This part-time position will work 30 hours per week, starting at \$14-\$18/hour. May be occasionally asked to work additional hours as needed.
- 2) Free pass to Nederland Community Center gym
- 3) Free EcoPass (RTD bus pass)
- 4) Free access to Employee Assistance Program services
- 5) Occasionally some holiday pay offered (varies depending on scheduling – not guaranteed)

Non-Discrimination Policy

The Town of Nederland does not discriminate on the basis of race, religion, creed, gender, sexual orientation, age, national origin, or disability related to a bona fide occupational qualification.