

MANCHESTER TOWNSHIP

Job Title: Administrative Assistant
Department: Administration
Classification: Full-time (Non-Exempt)
Reports to: Administrative Director

Job Summary:

Enhances the effectiveness of the Township staff by providing administrative and clerical support. Acts as the township ambassador for all in-person and phone interactions with residents, outside consultants, board volunteers, and staff.

Reporting Relationship:

This position reports to the Administrative Director. This position receives direct supervision and follows established priorities and standards of performance.

Essential Tasks:

1. Completes clerical and administrative requirements by preparing, editing, copying, transmitting, and proofing material such as correspondence, memoranda, reports, forms, newsletters or other administrative and operational material from copy, rough draft or verbal instruction.
2. Creates a positive image of the township by answering and screening telephone calls with accuracy and concern; receiving office visitors; efficiently answering or directing inquiries by applying knowledge of Manchester Township, taking accurate messages, and placing outgoing telephone calls.
3. Provides historical reference by documenting information and utilizing filing and retrieval systems; when assigned, records and creates minutes of various township board meetings or committees.
4. Distributes mail, internal office memoranda, prepares supply orders, and processes outgoing mail and packages.
5. Completes required information on permits, processes payments and fees, and submits to zoning/planning department.
6. Keeps Administrative Director informed by reviewing work status, summarizing information; and informing of critical incidents.
7. Assists the Township Manager and Township Engineer as needed for meeting minutes and packet preparation, special projects, and other administrative functions.
8. Completes special projects by organizing and coordinating information and requirements; planning, arranging, and meeting schedules; monitoring results.
9. Maintains positive and cooperative relationship with the township staff by communicating necessary information, responding to requests, building rapport; and participating in problem solving methods.
10. Receives Pa One Call reports via email, prints and distributes call sheets, and processes completed calls on the website as directed by Sewer Crew Lead and Sewer Crew staff.

Additional Tasks: Contributes to team effort by performing other assigned duties as needed. Assists with special projects and peak work needs across township departments.

Job Qualifications

Essential knowledge, skills, abilities, and experience:

- High School graduation or equivalent required.
- Minimum of two years of experience in administrative support work.
- Knowledge of general office procedures and equipment.
- Excellent grammar, punctuation, spelling, and proofreading skills.
- Experience with billing and third-party software programs preferred.
- Basic computer and software proficiency. Microsoft Office competency required.
- Ability to understand and follow oral and written instructions.
- Strong interpersonal skills for answering telephone inquiries and assisting the public.
- Ability to establish and maintain effective working relations with staff, officials, and the general public.
- Ability to pay attention to detail and complete assignments within scheduled time frame.
- Experience with WordPress or compatible website programs helpful.
- Previous experience in a municipality or other governmental organization helpful.
- Strong organizational and analytical skills.

Physical demands and Work Conditions:

- General office environment: ability to sit for long periods of time.
- May occasionally lift up to 25 pounds.
- Hand and eye coordination as well as visual stamina and acuity adequate to input computer data and operate various office equipment.

Licenses, Certification or Registration:

- Valid Pennsylvania Driver's License

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by a person assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required to perform the job.

Employee Acknowledgment: The employee is expected to adhere to all Township policies. The employee understands that this job description reflects management's assignment of essential job tasks. Manchester Township's management reserves the right to assign or reassign duties and responsibilities to this job at any time.

I have read and understand this acknowledgement and job description.

Signature: _____ **Date:** _____

Manchester Township provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Manchester Township complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation, and training.