

JOB TITLE: Receptionist/Administrative Assistant - Part Time

DEPARTMENT: Town Manager's Office, Town of Rocky Mount

FLSA STATUS: Nonexempt - Hourly

JOB SUMMARY: This position providing clerical support for the Office of the Town Manger, Office of the Assistant Town Manager, Community Development Department and Finance Department.

MAJOR DUTIES:

- Provides administrative and secretarial support to the listed departments.
- Provides first line customer service by answering calls and assisting callers with either direct information, utility customer inquiry, transferring a caller to another Town staff member or taking messages for staff members that are unavailable. The Town's core philosophy of customer service is for one call to resolve issues and it is expected that through training and experience this position will have the ability to resolve most issues independently.
- Provides data entry in support of the Finance Department.
- Types ordinances, amendments, technical reports, studies, memoranda, correspondence, and other documents.
- Receives and reviews incoming correspondence and prepares applicable responses for appropriate signatures.
- Receives, investigates, and reports citizen complaints or inquiries pertaining to the Town and provides a first tier analysis of the issue, resolving it if possible or managing the resolution with a service level department is required.
- Schedules and coordinates calendar activities; schedules appointments, meetings, and other activities using shared office calendar software.

Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of modern office practices and procedures.
- Knowledge of office software used for word processing, calculation, electronic communications and calendaring.
- Skill in operating such office equipment as a computer, calculator, typewriter, facsimile machine, and copier.
- Skill in report preparation and records maintenance.
- Skill in performing mathematical calculations.
- Skill in interpersonal and public relations.
- Skill in oral and written communication.
- Skill in juggling multiple tasks and the ability to follow-up on issues and problems handed to other staff for resolution.

SUPERVISORY CONTROLS: The Town Manager/Assistant Town Manager or their designee assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include town codes and ordinances, Town Charter, relevant state and federal laws, and department policies and procedures. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY: The work consists of varied administrative, secretarial, and records maintenance duties. Frequent changes in applicable guidelines, numerous interruptions, and the volume of work contribute to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is to perform administrative and secretarial duties in support of the town's administrative departments. This position also oversees the maintenance of official town records and documents. Successful performance helps ensure an effective and efficient government and appropriately-documented town administration.

PERSONAL CONTACTS: Contacts are typically with elected officials, co-workers, other town employees, county government representatives, other government agencies, community and business groups, media representatives, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to give and exchange information and provide services.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table, standing, walking, bending, crouching, or stooping. The employee occasionally lifts light objects.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with an Associate's degree.

Valid Virginia Driver's license.