

Town of Bedford
Administrative Assistant / Facilities Department
Position Description

Job Title: Administrative Assistant
Department: Facilities Department
FLSA: Non-Exempt

Job Classification: Administrative Assistant
Location: J. Glen Middle School
101 McMahon Road

DESCRIPTION:

Under general direction from the Facilities Director, the Administrative Assistant receives oral and written requests for emergency and routine repairs; dispatches the appropriate in-house technician or contracts for an outside service technician; documents all service requests in the Computerized Maintenance Management System; processes all town and school vendor invoices and employee clothing/travel expenses charged to the operating budgets; assists with the procurement of office supplies and contract services. Incumbent of this position monitors assigned department activities; confers with agency staff; maintains liaison with others; compiles and reviews data concerning assigned department activities; prepares reports; and responds to inquiries as required.

SUPERVISION RECEIVED:

Works under the general supervision of the Director of Facilities.

INDEPENDENT ACTION:

Under general supervision, functions independently in directing daily activities of office staff, referring to Director on more complex procedural issues of clarification or departmental policy.

SUPERVISION EXERCISED:

None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The Administrative Assistant II performs the following duties:

- Manages daily office operations.
- Answers/screens all incoming communications, email, voicemail, phones, routine and emergency to the Facilities Department and routes appropriately.
- Maintains appointment schedule for staff, personnel and vendors.
- Manages and maintains building rental requests, schedule meetings related to requests as needed, log request into scheduling software, invoice requesters and collection efforts associated with request. Coordinate service requests with departments required for rental.
- Assists with maintaining the Computerized Maintenance Management System database.
- Enters Town or School work orders in the Maintenance Management System, assigns to the appropriate facilities technician and assist with database maintenance.
- Notifies Operations Manager Custodial and Operations Manager Maintenance of urgent work order calls.
- Reports to Director of Facilities information related to town-wide facilities to resolve problems and coordinate activities.
- Compiles correspondence and reports, files documents, maintains the office filing system.
- Monitors assigned department activities to ensure effective operations and compliance with established standards.

- Confers with department staff in order to exchange information, to coordinate efforts and to obtain information concerning department progress and activities.
- Maintains liaison to all town departments/school departments and agencies at both local and state level to exchange information, resolve problems and coordinate activities.
- Assists Facilities Department staff with the procurement of materials and supplies and the use of contract service agreements.
- Creates purchase orders using the town's accounting software for all town and school projects.
- Creates schedules for town and school invoices and checks for accuracy.
- Responsible for the tracking and payment processing for energy invoices.
- Provides administrative support to the Director of Facilities and other department staff members as directed.

ESSENTIAL KNOWLEDGE:

Employee must have knowledge of the following:

- Accounting practices and principles including Accounts Payable, Accounts Receivable, and Purchase Order procedures.
- Public procurement laws and regulations.
- Municipal office procedures.
- Software used for creating spreadsheets, documents.
- Maintenance Management software.
- Trouble shooting telephone and wireless service calls over the telephone.
- Dispatching of maintenance services.

ESSENTIAL FUNCTIONS OF THE JOB:

Due to the nature of this position, the candidate must have the following abilities:

- Read a computer screen for extended periods of time.
- Type using a computer keyboard for extended periods of time.
- Prepare written reports, policies and procedures.
- Compile information through questioning individuals and by examining records and documents.
- Exercise judgment in handling confidential information and emergency calls.
- Answer telephone and in-person questions from employees and department heads.
- Clear and concise written and oral communications.
- Ability to satisfy attendance requirements.

PHYSICAL AND ENVIRONMENTAL DEMANDS:

The physical and environmental demands described here are representatives of those that must be met by an employee to successfully perform the essential functions of this job.

- Normal office environment, not subject to extremes in temperature, noise, odors, etc.
- Regular interruptions to assist staff members.

EXPERIENCE AND TRAINING GUIDELINES:

The employee must possess any combination of experience and training that would likely provide the required knowledge and abilities. Typically that combination would be:

Experience:

Two years office experience preferred.

Formal Education:

High School Graduate.

SPECIAL REQUIREMENTS:

Must possess, or be able to obtain by hire, a valid Class D State Driver's License.

SELECTION GUIDELINES:

Formal application; review of education and experience; appropriate testing; oral interview; background check; final selection.

The duties listed above 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 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.

APPROVAL: _____
Supervisor

APPROVAL: _____

Appointing Authority

EFFECTIVE DATE: September 2023

CREATED BY: R. Scaltreto, M. Pyles

CREATION DATE: September 26, 2023

REVISED: _____