

**Town of Natick  
Job Description**

<b>Position Title:</b>	Executive Assistant	<b>Grade Level:</b>	2
<b>Department</b>	Selectmen's	<b>FLSA Status</b>	Exempt
<b>Reports to:</b>	Town Administrator & Deputy Town Administrators		

**Supervision Required:** The employee works under the general guidance and direction of a Town Administrator and Deputy Town Administrators, referring to superiors only in those matters regarding policy interpretation or the determination of standard practice. Control is in the nature of board and administrative policies, existing laws and regulations. Incumbent is expected to cope with unusual situations and resolve them.

**Supervisory Responsibility:** The employee exercises full supervisory responsibilities over a small clerical support staff, making assignments, evaluating performance and training them. All work on the same shift and at the same location.

While work is planned, priorities change frequently calling upon the employee to re-program work. Office operations are subject to frequent, abrupt and unexpected changes in deadlines and volume, many of which are unpredictable.

**Accountability:** Errors and omissions in work could result in adverse public relations, missed deadlines, and legal repercussions.

**Judgment:** Work requires examining, analyzing and evaluation facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents, which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions.

**Complexity:** Work at this level involves different and normally unrelated processes and methods. The nature of the work is such that the determination of necessary steps and the sequence of their performance is a major part of the overall responsibility. While guideline do exist, they often do not cover all situations encountered, calling upon the incumbent to exercise ingenuity and creativity to achieve goals.

**Confidentiality:** Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

**Work Environment:** Work is carried out in a very busy office and, while it is mainly sedentary in nature, it does require much sitting, standing and walking. Interruptions are numerous, ranging from phone calls to in-person visits, responding to inquires and information needs. Because the office is busy, it is also susceptible to noise. Stress is present in this work due to the need to achieve work objectives while attending to the interruptions noted.

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**Nature and Purpose of Contacts:** Employee is expected to meet and deal with high standing private and public officials and be able to provide assistance to them in their diverse needs. Other contacts are with Town officials for the purpose of transacting Town business. Still other contacts are with attorneys, the press and other media, and representatives of Federal and State agencies for the purpose of giving and exchanging important information. Finally, contacts with fellow workers and with citizens are numerous, in which incumbent is called upon to provide assistance and information.

**Occupational Risks:** Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

**Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type 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.*

- Provides highly responsible confidential and executive secretarial services to a Town Administrator and Deputy Town Administrator.
- Takes dictation and prepares correspondence.
- Prepares and types collective bargaining agreements and a variety of legal documents.
- Schedules meetings and maintains personal calendars of Town Administrator and Deputy Town Administrator.
- Provides clerical support services to Town Counsel.
- In the absence of the board secretary, attends and takes minutes of Selectmen meetings.
- Coordinates the preparation of the Town Annual Report, including regular contacts with printer; assembles department and board informational narratives in proper format; proofreads material prior to printing correcting errors and ensuring that deadlines are met.
- Plans, directs and oversees entire work of the office.
- Assigns work to subordinate clerical employees, checks work for accuracy and trains and instructs clerical force in new policies and procedures.

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- Provides assistance in the maintenance of the Town's personnel system, including maintenance of central office personnel records.
- Schedules and assigns custodial work in the office.
- Purchases and maintains inventory of supplies for office; prepares invoices for payment and weekly payroll for Collector.
- Responds to inquiries and complaints from members of the general public, referring complaints to the proper Town officials for follow-up.
- Keep self informed of all Town government operations and activities, so as to be able to explain them effectively to department heads, employees and citizens.
- Performs other related duties of the class, as required.

**Recommended Minimum Qualifications:**

**Education and Experience:** or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- In addition to special training, incumbent should have served in progressively responsible secretarial work in an office setting for at least five (5) years. Work experience should include stenography, office management and computer operations.
- Candidates for this class of positions must be high school graduates and have completed successfully two (2) years of business school or college having an office management or secretarial science curriculum.
- A candidate should have had five (5) years of work experience in an office setting performing progressively responsible secretarial duties. Each year of academic achievement, as indicated herein, may be substituted for each year of work experience up to two (2) years.
- Candidate must be able to demonstrate possession of the required knowledge, skills and abilities to perform the work.

**Knowledge, Abilities and Skill**

**Knowledge:**

- Extensive knowledge of office management and secretarial principles and practices, including computer operations.

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- Extensive knowledge of Town By-Laws and regulations, policies, programs and operations of the Town government in order to perform diverse standardized and non-standardized assignments calling for a high degree of judgment and discretion to carry them out.
- Considerable knowledge of business English, grammar, punctuation and spelling.
- Considerable knowledge of and skill in stenography to take minutes of meetings and oral dictation from superiors with accuracy.

Abilities:

- Ability to plan, organize and oversee the work of a very busy office.
- Ability to motivate, train and direct a clerical support staff.
- Ability to maintain confidentiality of sensitive information.
- Ability to establish and maintain harmonious relationships with a wide variety of persons, including public officials, fellow workers and citizens.
- Ability to communicate effectively with others, both orally and in writing.
- Ability to prepare statistical and technical reports.
- Ability to work with a high degree of independence, attending to numerous details and completing assignments on time.

Skill:

- Skill in the use of office equipment, including computer, typewriter, word processor, calculator and other pieces of equipment.

**Physical and Mental Requirements**

*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 position's essential functions.*

**Physical Skills:**

- There is little or no physical demand needed. The ability is required to lift up to 30 pounds.

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**Motor Skills:**

- Duties may involve close hand-eye coordination and physical dexterity.

**Visual Skills:**

- Ability to read, see, and differentiate between colors.

*This job 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 employer and requirements of the job change.*