



Massachusetts PROVINCETOWN

PROVINCETOWN HUMAN RESOURCES OFFICE

Position Opening

AFSCME – Administrative Assistant II

The Administrative Assistant supports the Community Development Department, including but not limited to staffing the customer service window, where regulatory questions are asked, permit applications received and referrals to professional staff made; answering the departmental phone, filing and other administrative work in support of the Building, Health, Licensing, Planning, and Conservation Divisions. Customer centricity, teamwork and attention to detail are traits that make for a strong candidate.

Minimum qualifications for this position include computer proficiency (Word, Excel, Access, as well as ability to learn new programs), high school diploma supplemented with courses in secretarial and business skills, 2 – 3 years administrative/accounting experience, public relations/communication skills, organization skills, excellent time management and attention to detail.

This is a Grade 6, AFSCME Union position with an initial training pay of \$45,597.54. The position is available immediately and will remain open until filled. For initial consideration send application, cover letter and resume to: Human Resources, Town of Provincetown, 260 Commercial Street, Provincetown, MA 02657 or hr@provincetown-ma.gov.

The Town of Provincetown, Massachusetts is an equal opportunity employer and does not discriminate on the basis of race, color, creed, religion, sex, national origin, marital status, age, or sexual preference, or any other category protected under the state and federal anti-discrimination laws.

Alex Morse, Town Manager

Posted: Provincetown Town Buildings, <http://www.provincetown-ma.gov>, AFSCME, Indeed, CCYP, Town Facebook, Linked
In Date: 6/3/2022, 8am AR
Revised 7/22/2022 11:20 am

Town of Provincetown, Massachusetts
GRADE 6 AFSCME UNION POSITION
Administrative Assistant II Job Description

Definition:

Administrative, clerical and bookkeeping work in supporting the operations of the Community Development Department; all other work as required. The department administrative assistant supports the Customer Window, where regulatory questions are asked, permit applications received and referrals to professional staff made; the departmental phone, filing and other administrative work in support of the Building, Health, Licensing, Planning and Conservation Divisions.

Distinguishing Characteristics:

- Works under the general direction of the Assistant Town Manager/Community Development Director.
- Performs a variety of administrative, data entry, clerical, bookkeeping and record-keeping duties in accordance with well-defined procedures with some independent judgment required in directing complaints and problems and facilitating applicants through the permitting process.
- Performs principal telephone reception and customer service duties for the Community Development Department.
- Maintains schedules of inspectors, as required, within the Community Development Department.
- Makes frequent contacts with other Town departments, engineers, contractors and the general public requiring courtesy, presence and tact; may also have contact with local and state agencies, vendors, attorneys, Board Members, and private companies.
- Punctuality, responsibility and reliability to duty hours and work deadlines is critical.
- Errors could result in monetary loss to the Town or to the applicant, confusion and delay, and a decreased level of services.
- May have access to Community Development Department related confidential information such as: bid proposals, litigation and negotiating positions.
- Minimal physical effort required performing duties under typical office working conditions.
- Required to become proficient in the administrative duties and responsibilities of all divisions within the Community Development Department.
- Strong computer skills are necessary for work with the permitting software (*Accela, Laserfiche*, etc...) The ability to quickly learn new programs, software and computer skills needed for job performance.

General Examples of Work:

- Answers inquiries; provides routine information; and consults routinely with all department staff.
- Prepares payroll; maintains associated records; assists in maintaining the Community Development Department database.

Town of Provincetown, Massachusetts
GRADE 6 AFSCME UNION POSITION
Administrative Assistant II Job Description

- Prepares vouchers for, posts, balances and maintains accurate records of accounts payable.
- Prepares various department correspondence such as letters, personnel records, permits and related documents.
- Maintains inspection paper and computer files and oversees and maintains paper records and filing system.
- Schedules meetings and appointments; manages day-to-day office activities and orders office supplies for the department.
- Dispenses and receives building, electrical, plumbing, gas and sign permit applications; inputs associated records and data into the computerized system; collects fees; schedules inspections as required for all inspectors; contacts the Permit Coordinator with appropriate paperwork; receives all incoming calls for the department; prepares advertisements and hearing notices; dispatches to inspectors when necessary.
- Performs other similar or related duties as required or as situation dictates.

Recommended Minimum Qualifications:

Knowledge, Ability and Skill:

Knowledge: Working knowledge of Microsoft Word, Access and Excel and the ability to learn new computer software; knowledge of office practices and procedures; a working knowledge of Community Development operations; knowledge of construction or permitting desirable.

Abilities: Ability to collect data and maintain accurate and complete records; ability to work effectively with the general public, vendors and Community Development personnel; ability to communicate effectively both orally and in writing; ability to work independently; ability to perform multiple tasks and to maintain focus in a fast paced environment.

Education and Experience:

High school graduation supplemented by courses in secretarial or business skills; two to three years' experience working in an office setting, preferably dealing with the general public; or any equivalent combination of education and experience.