

ADMINISTRATIVE ASSISTANT*Youth Commission*

I-14

DEFINITION

Under general supervision of the Youth Commission Director, serves as primary staff member responsible for provision of administrative and secretarial duties for the Youth Commission, including customer service, secretarial responsibilities, office administrative and bookkeeping functions, and special projects.

ESSENTIAL FUNCTIONS

- Provides assistance to internal and external customers of the department, including members of the public, clients and their families, staff of the Town, board and committee members, etc. Greets visitors, answers phones, explains office procedures, and responds to questions within level of expertise and authorization, referring more complex issues to technical, professional or management staff. Issues include:
 1. Youth employment opportunities.
 2. Diversion/restitution programs.
 3. Youth Commission services, fees, and appropriate referrals.
- Provides secretarial services to the Youth Commission Director. Screens calls and takes messages; produces documents and reports using word processing and related software applications; makes appointments and maintains calendar; establishes and maintains department client confidential files; sends faxes and duplicates materials; and assembles data for Annual Town Report.
- Serves as primary division staff member responsible for office administrative and bookkeeping functions. Duties include:
 1. Collection, recording and deposit of fees and reconciliation of records with Town Treasurer.
 2. Ordering of office supplies.
- Responsible for administrative support to a variety of Youth Commission Programs as described below:
 1. Youth Employment and Diversion/Restitution programs ~ maintains job posting books; recruits and assists youth looking for work; assists businesses in listing job opportunities; answers questions regarding child labor laws, regulations, work papers and minimum wage; tracks hours for community service.
 2. Ray of Hope Program ~Design of program materials; collaboration with external organizations; communications with Selection Committee; collaborating with print and electronic media; and assisting with and making presentations to recipients.
 3. Volunteer Program – identifying appropriate sites; recruiting new sites; maintaining Volunteer Posting Book; collaborating with print and electronic media; and working with youth seeking volunteer opportunities.

4. Babysitting Training Seminars – selecting dates and materials; coordinating with program.
5. Bi-monthly newspaper article – review and editing of articles prepared by staff for bi-monthly column in local paper, and occasional writing of the article.

MINIMUM QUALIFICATIONS

Skills, Knowledge and Abilities

- Knowledge of standard office procedures, practices, forms, and equipment.
- Ability to prepare routine to complex correspondence and reports utilizing computerized office applications, such as word processing, spreadsheets, etc.
- Ability to understand, learn interpret and explain policies and procedures and to apply such guidelines appropriately to different situations.
- Ability to interact effectively and tactfully with a wide variety of individuals including other department staff, outside professionals and members of the public.
- Ability to maintain confidentiality of sensitive information.
- Ability to communicate clearly and concisely with others, both verbally and in writing.
- Ability to prioritize multiple tasks and deal effectively with interruptions.
- Ability to perform detailed work accurately and efficiently within strict deadlines.

Education and Experience

Duties require knowledge of office administration, secretarial practices, financial recordkeeping, automated office systems, and writing skills equivalent to two years of college and up to 1 year of related experience.

SUPERVISORY RESPONSIBILITY

None

PHYSICAL ELEMENTS

- Standard office environment, subject to normal variations in temperature, noise, etc.
- Intermittent standing to assist customers in the office.
- Frequent interruptions to assist customers in person or on the telephone.
- May spend extended periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Regular lifting and carrying of files, documents, records, etc.