Administrative Assistant, Council on Aging
FULL TIME (35hrs/wk)
TEMPORARY Non-Benefits Eligible

Statement of Duties: The employee is responsible for providing a wide range of support services to the Council on Aging.

Supervision Required: Under the general supervision of the Director of Elder Affairs, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides instruction for new or unusual assignments. Unusual situations are referred to the supervisor for advice and further instructions. Supervisor reviews work to remain aware of progress, work methods, and technical accuracy.

Supervisory Responsibility: The employee, as a regular part of the job is not required to supervise any Town employees.

Confidentiality: The employee has regular access to confidential information in accordance with the State Public Records Law and HIPAA regulations such as client records obtained during the performance of position responsibilities.

Accountability: Consequences of errors, missed deadlines or poor judgment may include adverse customer relations, delay in service or jeopardize programs.

Judgment: 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.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: The employee performs work in a municipal office setting subject to more than frequent interruptions. The employee is required to work beyond normal business hours at nights or on weekends in response to normal workload demands or special circumstances.

Nature and Purpose of Relationships: The employee interacts with co-workers, the public and external contacts such as vendors doing business with the department in order to explain or interpret operating procedures or guidelines, to plan or coordinate work, or to attempt to resolve problems. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or deal with disgruntled or uncooperative persons. The employee may furnish the public or news media with routine information such as meeting schedules or departmental operating procedures.
**Occupational Risk:** Duties generally do not present occupational risk with occasional exposure to personal injury. Personal injury could occur, however, through employee failure to properly follow safety precautions or procedures. Examples of personal injury may include bruises from falls, cuts or burn, or muscular strains from lifting, pushing or carrying equipment or work materials.

**Essential Functions:**

The essential functions or duties listed below 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.

Assists with answering phones and directing people to appropriate resources, staff or events.

Assists with the daily room set up and break down for scheduled events. End of day clean-up of coffee area.

MySenior Center software data entry

Organize annual volunteer appreciation event.

Vendor research and coordination.

Assist Director in processing requests for after hour and weekend event and programs.

Compile end of year data reports and statistics.

Conduct surveys and needs assessments of programs working in conjunction with Media and Marketing staff.

Other related tasks assigned by the Director.

**Recommended Minimum Qualifications:**

**Education and Experience:** Associate’s degree in Human Services or related field is preferred; a minimum of one to three (1-3) years related work experience preferably with the elderly population; 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.

**Special Requirements:** CORI certification is required as a condition of employment. First Aid and CPR Certification is preferred within 6 months of appointment.

**Knowledge, Abilities and Skill**

**Knowledge:** Technology such as office software, the Internet, web sites in support of department operations and services.

**Abilities:** Ability to interact in a positive and effective manner with elderly people of all ages and at all levels of society, particularly the elderly; ability to communicate orally in a clear, and concise manner; ability to receive, understand, and execute oral, and written instructions; ability to maintain detailed and accurate records and to manage multiple tasks in a detailed and timely manner. Ability to listen, observe and make needs assessments regarding client needs and related services. Ability to work properly with sensitive, confidential information. Ability to work independently and to take initiative in an effort to resolve client issues.
Skills: Proficient public relations skills and sensitivity to individual client issues. Proficient oral and written communication skills. Proficient data processing skills. Proficient customer service skills.

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: Work requires moderate, intermittent physical strength and effort on a regular basis. Work effort principally involves sitting, crouching and kneeling to perform work tasks, with intermittent periods of stooping, walking, and standing. The employee is regularly required to lift, push or pull department equipment, tables, chairs, photocopy and computer paper.

Motor Skills: Duties may involve assignments requiring the application of hand and eye coordination with finger dexterity and motor coordination in order to operate a motor vehicle, personal computer, or to reach with hands and fingers to operate office equipment.

Visual/Auditory Skills: The employee is required to constantly read documents both electronically and in paper form, personal computer screens and written reports for general understanding and routinely for analytical purposes. The employee must have the auditory ability to listen and comprehend. The employee may be regularly required to determine color differences.

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.

Application Procedure:
Qualified applicants should complete the Town of Kingston employment application found on the Town website under Human Resources and submit their résumé. Please include a cover letter with salary expectations. Application materials can be emailed to personnel@kingstonmass.org, mailed to the Town of Kingston Town House Attn: Human Resources or hand delivered. Hourly rate range $20.21 - $33.07; this is a Grade S-2 position on the Town’s Wage and Personnel Bylaws, with 10 Steps within this range. The Town of Kingston is an Equal Opportunity/Affirmative Action Employer. Applications will be reviewed on a continuous basis.

Date of posting: March 18, 2020