

SENIOR ADMINISTRATIVE COORDINATOR

DPW

TS-5

DEFINITION

Under general supervision of the Administrative Services Manager, supervises office staff and coordinates provision of comprehensive administrative services for the Public Works Department (DPW), including customer service, secretarial responsibilities, office administrative and bookkeeping functions, and support to various town committees and special projects.

ESSENTIAL FUNCTIONS

- Oversees DPW office operations, including assignment and review of work as required for department assistants and temporary summer help; interviewing and recommendations for hiring; and completion of performance evaluations.
- Administers DPW permit activities and public hearings where applicable related to street openings, sewer and water applications, street lights, and other DPW activities and operations.
- Oversee financial processing operations of the department, including backup to Department Assistants on billing, payroll, accounts payable, and financial reporting activities.
- Provides senior level assistance to internal and external customers of the department, including members of the public, contractors, staff of the Town, board and committee members, etc. Greets visitors, answers phones, explains office procedures, responds to questions and works with town and department staff and managers to resolve questions and issues.
- Coordinates administrative aspects of DPW purchasing, trash collection, and department vehicle insurance programs. Assists in preparation of specifications, coordinates bidding procedures, and monitors contract performance.
- Develops, recommends, and implements new office systems to improve efficiency of DPW operations, with a major focus on automated systems in conjunction with Data Processing staff.
- Provides senior secretarial assistance to the Director and Superintendents involving preparation of confidential materials and reports.
- Provides administrative and secretarial support to the special town committees, such as Landfill Reuse, Solid Waste Disposal, and Recycling Advisory committees.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Skills, Knowledge and Abilities

- Knowledge of standard office procedures, practices, forms, and equipment.
- Ability to prepare substantive to complex correspondence and reports utilizing office equipment, such as typewriters, calculators, data entry terminals, etc.
- Analytic ability to research substantive issues, operational systems, and prepare appropriate recommendations.
- Ability to understand, learn, interpret and explain relative laws, regulations, 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 management personnel, other department staff, outside professionals and members of the public.
- 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 government operations office administration, executive secretarial practices, financial recordkeeping and automated office systems and procedures equivalent to two years of college and 5-7 years of related experience.

SUPERVISORY RESPONSIBILITY

Supervises office staff of three employees and summer help.

PHYSICAL ELEMENTS

- Normal office environment, not subject to extremes in temperature, noise, odors, etc.
- Frequent interruptions to assist citizens.
- 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.