

PART-TIME OFFICE ASSISTANT

Department: Administration
Supervisor: Town Manager
Revision Date: 8/21/2025

Salary Classification: Hourly
FLSA Status: Non-Exempt
NCLM Position Code: 20600

General Statement of Duties:

Performs a variety of administrative, clerical, and customer service duties requiring knowledge of Town rules, regulations, procedures, and services.

Distinguishing Features of the Class:

An employee in this class performs a variety of administrative, clerical, data entry, and customer service duties related to record keeping, public contact functions, and accepting customer payments. The range of work extends from routine to journey level in complexity but is generally considered journey level. Work includes serving as the primary contact for citizens entering or calling Town Hall, greeting the public, answering questions, relaying information, and performing cursory research of information for callers and visitors. The employee is expected to have a general understanding of the Town and its services to respond to inquiries, including some knowledge about departmental or Town processes, policies, and procedures. Customer service duties require courtesy, tact, and independence of action particularly when encountering sensitive or confidential matters. Work typically follows established procedures; precedent setting situations are referred to others. Specific oral and/or written instructions and guidelines are available to apply to most work situations. Work includes the use of modern office technology including word processing, database, spreadsheet, and/or specialized software. Work is performed under regular supervision and is evaluated through observation, conferences, quality and effectiveness of the work completed, and feedback from customers.

Duties and Responsibilities

Essential Duties and Tasks:

1. Serves as the receptionist and primary contact for citizens entering Town Hall and is responsible for assisting the public by answering questions and providing information or referring to others for answers to more complex questions.
2. Answers telephone and greets visitors; directs calls or visitors to the requested staff member or takes messages; provides program and department information based on type of request; selects appropriate materials to provide assistance.
3. Types letters, documents and memos using word processing programs; proofreads materials for typographical or spelling errors.
4. Opens and closes Town Hall; locks and unlocks the safe; receives, opens and distributes mail.
5. Compiles information using standardized forms, procedures, or specific instructions.
6. Maintains files and records.
7. Takes reservations for park rentals and schedules rentals on the calendar.

8. Assists the public with basic permits; accepts payments for zoning fees, shelter and building rentals, and police reports; provides receipts; prepares bank deposit of payments received and delivers deposits to the bank.
9. Makes copies of checks received in person or through the mail; compiles necessary information according to Town protocol and forwards a detailed list of deposited items to the Finance Officer.

Additional Job Duties:

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities:

- Working knowledge of modern office procedures and related office information technology equipment, software, and peripherals.
- Working knowledge of grammar, spelling, vocabulary and arithmetic.
- Working knowledge of word processing or data processing systems.
- Working knowledge of Town departments and programs; ability to obtain knowledge of program policies, regulations and procedures.
- Ability to communicate effectively in oral and written form in person and by telephone.
- Ability to be tactful and courteous while conducting the Town's business.
- Ability to follow oral and written instructions and procedures.
- Ability to type and/or enter data with accuracy.
- Ability to compile information from data processed or records kept.
- Ability to establish and maintain effective working relationships with supervisors, coworkers, and the general public.

Physical Requirements:

- Must be able to physically perform the basic life operational functions of stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, talking, hearing and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- Must possess the visual acuity to prepare figures and data, operate a computer, proof work, and do extensive reading.

Desirable Education and Experience:

Graduation from high school supplemented by business courses and secretarial or office support experience including customer service; or an equivalent combination of education and experience.