

# Town of Warner, NH

**POSITION:** Administrative Assistant  
Town Hall

**DEPARTMENT:** Board of Selectmen,

**FLSA STATUS:** Non-Exempt

**REPORTS TO:** Town Administrator

**DATE:** August 6, 2020

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## **GENERAL SUMMARY**

Serves the Select Board, Town Administrator and other office staff as necessary, performing a wide range of complex administrative support duties, assisting in coordinating the administrative functions of the Town Office, interpreting, communicating and insuring implementation of the Select Board's directives.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Greet the public as they arrive for business at Town Hall. Is proactive in inquiring how we can be helpful.
- Create and monitor social media accounts.
- Assists citizens asking for information on a wide variety of Town-related subjects; provides such information either directly or by referral to appropriate Town officials.
- Prepares documents for Town Administrator and Board of Selectmen using MS Suite of applications.
- Assists citizens in locating tax maps, property files and planning and zoning ordinance information.
- Assists in issuing forms requested for building permits, sign permits, hardship abatements, welfare applications, building permit requirements, and flood plain requirements.
- Creates correspondence, memos and related materials.
- Schedules and hosts ZOOM meetings for BOS and other departments/boards as needed. (often in the evening.)
- Prepares, posts and advertises required notices for the Selectmen's Office.
- Maintains adequate supply of Town forms, applications and office supplies.
- Maintains supply and provides reference materials for sale to the public.
- Posts notices/minutes/agendas on website.
- Serves as recording Secretary to Town Boards, Committees and Commissions.
- Maintains calendars for Town Hall use and maintains the google calendar for town meetings.
- Assists the Town Administrator with other projects/duties as needed.
- Acts as backup for payroll/accounts payables and covers other positions as needed.
- Coordinates submissions for and creates the Town Report using MS Publisher.
- Maintains the office equipment, prepares mailing correspondence.
- Creates cemetery deeds.
- Arranges Nancy Sibley Wilkins requests by contacting the advisors, arranging the meeting and submitting the funding requests through contacts at the Charitable Foundation.
- Arranges wood bank requests.
- Verifies documents (for accuracy) being sent to the public from all offices.

## **OTHER DUTIES AND RESPONSIBILITIES**

Performs other related duties as requested.

**SUPERVISORY CONTROLS** The employee plans and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

**GUIDELINES** Procedures for doing the work have been established and a number of specific guidelines are available. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references and procedures for application and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of the several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred to the supervisor.

**COMPLEXITY** The work consists of duties that involve related steps, processes or methods.

**SCOPE AND EFFECT** The work involves the execution of specific rules, regulations or procedures and typically comprises a complete segment of an assignment or project of broader scope. The work product or service affects the accuracy, reliability or acceptability of further processes or services.

**PERSONAL CONTACTS** The contacts are with members of the general public, as individuals or groups, in a moderately structured setting (e.g., the contacts are generally established on a routine basis, usually at the employee's work place.)

**PURPOSE OF CONTACTS** The purpose is to plan, coordinate or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY** Employees are responsible only for the performance of their own assigned work. They may be asked to train new employees in the fundamentals of the job or to participate in cross-training of other employees in the Department, but such assignments do not include the on-going authority to assign and review the work of other employees or to recommend or take corrective action with regard to the performance of other employees.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Education and Experience**

- Knowledge and level of competency commonly associated with completion of a high school education.
- Experience using technology, computers, software applications, printers, stamp machine, a must. Must be able to learn a new application on his/her own using the online tools. Advanced skills in the MS suite would be a plus.
- Sufficient experience to understand the basic principles relevant to the major duties of the job usually associated with having had a similar position for one to two years.

### **Knowledge, Skills and Abilities**

- Knowledge of general Town operations and organization, office and administrative practices and procedures.

- Knowledge of business English, vocabulary, spelling, grammar and professional ability to communicate in words and writing.
- Knowledge of basic bookkeeping practices, and record keeping systems.
- Knowledge of NH Statutes relating to municipalities, governmental operations and tax administration, or interested in acquiring the skills.
- Knowledge of the principles of real estate and property valuation, or interested in acquiring the skills.
- Skill in using basic spreadsheet functions.
- Skilled in using office equipment including computer and related software, and copier.
- Skills in keeping the office and public rooms organized at all times. We are the face of all the Town offices.
- Ability and track record in staying calm if the public is not calm, and helping to de-escalate a situation.
- Ability to be detail oriented, work well under pressure and to maintain a high level of professionalism and confidentiality with high-level officials, department heads, employees and the general public.
- Ability to deal with public relations problems courteously and tactfully.
- Ability to navigate social media and have a plan for increasing the Town's visibility through social media.

### **SUPERVISION EXERCISED**

None.

### **LICENSING AND CERTIFICATION**

None.

### **TOOLS AND EQUIPMENT USED**

Computers, copier, phone and other general office equipment.

### **PHYSICAL DEMANDS**

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 essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms, speak, see and hear. Employee must occasionally lift/move up to 25 pounds, crouch bend or stoop.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is primarily performed in office setting. Attendance at night meetings is required (post covid.) Some travel to offsite locations may be required.

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential**

**job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

**Date Adopted: August 10, 2020**

**Approved by:**

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Clyde Carson – Chair of the Select Board

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Judy Newman-Rogers – Selectwoman

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Johnathan Lord - Selectman