

Town of Avon
Social Services Assistant

Position Definition: Performs secretarial and clerical administrative work of a responsible nature; assists in office organization and coordination of Department of Social Services and Youth Services Bureau programs and activities; verbal and written correspondences with town employees, clients and the general public; maintenance of paper and electronic files. Adheres to strict confidentiality standards.

Supervision Received: Receives general supervision from Director of Social Services, Youth Services Coordinator, and Senior Administrative Analyst, all whom will make assignments, and review work upon completion, for accuracy and compliance with instructions.

Supervision Exercised: Not applicable.

Examples of Essential Job Duties:

Receives oral or written instructions; plans and organizes work according to established or standard office procedures. Establishes task priorities within work assignments. Assists other department staff by performing administrative detail work.

Screens telephone calls and greets visitors. Provides information and assistance to callers. Assists the public with information relevant to programs, forms, etc. –

Compiles, proofs, edits and coordinates data. Maintains paper and electronic files; logs provided client assistance and tracks financial activity.

Maintains ongoing records on revenues and expenditures for accounts, as needed. Follows established activity tracking office procedures. Processes invoices: receives purchases, codes invoices, checks for sufficient funds and accuracy, and transmits invoice to accounting office for payment.

Composes and types (or handwrites) routine correspondences, letters, memos, notes and reports.

Reports work accomplished to appropriate staff person.

Examples of Incidental Job Duties: Operates office equipment, including data processing, copying machines, calculators, computers and other equipment.

Minimum Qualifications Required: The skills and knowledge required would generally be acquired with an Associate's degree and one year of secretarial or office administrative work; or a high school education with three years of increasingly responsible secretarial or office administrative work, or comparable experience in a business or office setting.

Knowledge, Skills and Abilities: Ability to apply principles of office administration to solve practical problems and work independently. Must have strong skills, experience and capabilities using the Microsoft Office suite of tools including MS Word, MS Excel, and Outlook email; be able to perform word processing, work with spreadsheets and data base systems, and Power Point, with skill and accuracy. Ability to compose clear and correct memorandums, letters, and reports. Ability to anticipate

administrative requirements and to initiate and perform detailed work with minimal supervision, to work independently. Ability to keep accurate records. Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagrammatic and schedule form. Must have the ability to maintain complex files and records systems, and to respect confidentiality of the files. Must be highly organized and have the ability to efficiently schedule and coordinate meetings and events, and to process paperwork accurately and efficiently. Must have the ability to establish effective working relationships with other employees and the public.

Physical, Mental Exertion/Environmental Conditions: Performs duties in a fast paced and demanding office environment. Routinely exposed to computer screen, and must take periodic breaks from screen. May be required to lift and move light to medium weights; for example, office supplies, etc. Uses repetitive motions in operating office equipment, including keyboards, calculators, fax machines and copiers. Must be able to hear clearly (correctable to within normal limits) to record telephone information, and to see (vision correctable to 20/20) to complete applications and forms. There are occasions of stress in interacting with the public and other Town and State employees.

License or Certification: Motor Vehicle Operator's License required. Opportunity for various elective trainings as employment progresses.

Note: The above tasks and responsibilities are illustrative only. It is not meant to be all-inclusive of every task and responsibility. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.