



Position Title: Administrative Assistant

Department: General Government

Direct Report: Deputy Town Manager/Town Clerk & Town Manager

JOB SUMMARY

The Administrative Assistant provides professional administrative support to the Town Manager and Deputy Town Manager/Town Clerk. This role manages daily office operations, coordinates resident and public communications, maintains records, and oversees programs such as parking permits and citations. The position plays a key role in supporting the efficient and effective delivery of municipal services.

ESSENTIAL FUNCTIONS

- Provides administrative assistance to the Town Manager and Deputy Town Manager/Town Clerk.
- Respond to requests for information and assistance from town residents and business owners.
- Respond to requests for information and assistance from Town residents, citizens, and business owners via phone, email, and in-person visits.
- Manage the Town's general email inbox.
- Schedule and manage conference room reservations.
- Coordinate and maintain calendar updates.
- Maintain inventory and handle procurement of office supplies for Town Hall.
- Prepare welcome packets for new residents.
- Maintain a record of residents' comments and complaints.
- Process cash receipts on a regular schedule in dual-custody procedures with the town manager, so as to enable deposits several times weekly; process and batch credit card receipts daily.
- Assist with timely door posting of meeting notices and "out of office" signs, as well as News, Alerts, and Official Notices.
- Provide notary services.
- Coordinate office events.
- Oversee the Town's Parking Permit Program, including recordkeeping, billing, and collections.
- Serve as the Town's Ombudsman point of contact for the Speed Camera Program.
- Support the Parking Citation Program, including data entry for new and paid tickets, processing cash and credit card payments, encrypted MVA tag flagging, and traffic court coordination.
- Perform front-desk duties such as answering phones, scheduling bulk refuse pickups and appointments, mail pickup, and verify bank deposits.

- Arrange and facilitate use of alternate public meeting space.
- Maintain accurate identity registrations with intergovernmental and other organizations, including website activity.
- Assist in the coordination of vendors and volunteer activities.

ORGANIZATIONAL SYSTEMS AND STRUCTURES

- Manage office equipment needs, including full operational capability and maintenance; facilitate review of upgrades, as needed.
- Administration of Town Hall facility's needs, including regular maintenance, office supply, material orders and credit applications for General Government, Public Safety and Public Works functions.
- Ensure compliance with bulk mail permit requirements.

ADVICE AND GUIDANCE

- Support strategic and developmental planning, both publicly and behind the scenes.

QUALIFICATIONS

Experience:

- Five years of progressively responsible administrative experience in local government that provides a broad base understanding on issues material to organizational programs, processes, and influences.

Education/Training:

- High School Diploma or GED equivalency required.
- An associate degree or bachelor's degree is preferred but not required.

License or Certificate:

- Possession of a valid driver's license.
- Ability to obtain a Notary License.

Physical Demands and Working Environment

The conditions described herein represent those an employee must meet to successfully perform the essential functions of this position. Any reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

Environment: Work is performed primarily in a standard office setting at Town Hall but may also include working outdoors for Town events.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

BENEFITS INCLUDE

- Vacation leave, sick leave, bereavement leave, and parental leave.
- Health, dental, and vision insurance.
- Participation in the Maryland State Retirement System.