



Position Title: Special Assistant

Department: General Government

Direct Report: Deputy Town Administrator/ Town Clerk and Town Administrator

JOB SUMMARY

The Special Assistant supports the General Government Department by providing administrative, communications, and project support to the Town Administrator and Deputy Town Administrator/ Town Clerk. This role requires strong organizational, communication, and interpersonal skills, with the ability to work collaboratively in a dynamic municipal environment.

ESSENTIAL FUNCTIONS

- Assist with license and permit applications.
- Manage media and social media.
- Follow up on citizen issues/requests.
- Research, data collection and analysis.
- Assist with preparation of meeting minutes and board packages.
- Prepare and create quarterly municipal newsletter and annual Town report.
- Preparation of reports and communications.
- Event coordination and planning.
- Assist Town Administrator with board and commission appointment process; procurements including advertising bids, maintaining documentation, and notification of awards.
- Some evening meetings may be required.
- Performs other duties as required and assigned.

MINIMUM QUALIFICATIONS

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Strong oral and written communication skills.
- Excellent interpersonal and customer service abilities.
- Proficiency in Microsoft Office Suite.
- Strong attention to detail.
- Effective problem-solving skills.
- Ability to prioritize tasks and meet deadlines.
- Ability to maintain professionalism in stressful situations.
- Ability to work collaboratively with other Town departments.
- Ability to maintain confidentiality.
- Ability to work effectively with the public.
- Willingness and ability to adapt to change and learn quickly.

- Familiarity with graphic design principles and creative software (e.g., Canva, Adobe) is a plus.

Experience:

- Minimum of 1 year of experience in customer service (required)
- Experience using Microsoft Office Suite, including Word, Outlook, PowerPoint, and Excel (required)
- At least 1 year of experience using computer software and graphics programs (preferred)
- At least 1 year of experience working in a municipal or government setting (preferred)

Education/Training:

- High school diploma or GED (required)
- An associate or bachelor's degree is preferred; an equivalent combination of education and experience may be considered.
- 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. 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.

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.

COMPENSATION AND BENEFITS

- Salary Range: [\$XX,XXX-\$XX,XXX] annually
- Vacation leave, sick leave, bereavement, and parental leave.
- Health, dental, and vision benefits
- Maryland State Retirement System