

Town of Nantucket Job Description: Office Manager/ Customer Service Representative

<b>Position Title:</b>	Office Manager/ Customer Service Representative	<b>Grade Level:</b>	Non-Union
<b>Department</b>	Town Administration	<b>Date:</b>	5/1/2018
<b>Reports to:</b>	Operations Administrator	<b>FLSA Status</b>	Non-Exempt

**Statement of Duties:** Under the direction of the Operations Administrator, or his/her designee, the Office Manager/Customer Service Representative provides clerical and customer service support for Town Administration. The Office Manager/Customer Service Representative is the point person for preliminary general public inquires and informational requests in Town Administration and is responsible for receiving, processing and monitoring all accounts payable and receivable for the department.

**Supervision Required:** Under the general supervision of the Operations Administrator, or his/her designee, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. Supervisor reviews work to remain aware of progress, work methods, and technical accuracy.

**Supervisory Responsibility:** The employee is not held accountable to supervise other Town employees.

**Confidentiality:** The employee has regular access to confidential information such as personnel files, HIPPA records, payroll data, collective bargaining documents, executive session strategies, and legal matters that are obtained during performance of essential position responsibilities and in accordance with the State Public Records Law.

**Accountability:** Consequences of errors, missed deadlines or poor judgment may include adverse public relations, legal repercussions, and missed deadlines.

**Judgment:** Numerous standardized practices, procedures or general instructions govern the work performed and in some cases may require additional interpretation. Independent judgment is needed to facilitate exceptional customer service with the general public and maintain confidentiality.

**Complexity:** The work consists of a variety of office duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

**Work Environment:** Work is performed in a standard office environment. Noise or physical surroundings may be distracting. There are frequent interruptions.

**Nature and Purpose of Public Contact:** Relationships with co-workers and the public involve frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. More than ordinary courtesy, tact, and diplomacy may be required to respond to requests for information or to deal with uncooperative or uninformed persons.

**Occupational Risk:** Risk exposure to the employee is similar to that found in a standard office setting.

**Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

- Respond to inquiries from the general public and from other Town departments.
- Record and report to the Operations Administrator on citizen concerns and press inquiries.
- Receive and process invoices from vendors and payments to the Town using the Town's financial software; and tracks and monitors Town Administration budget.
- Coordinates with local newspapers for placing advertisements and managing invoices.
- Maintain filing systems and electronic document storage in Town Administration for ease of accessibility and compliance with record retention policies.
- Receive and forward incoming calls to the respective departments.
- Schedule requests for meeting room reservations in Town Hall.
- In the absence of the Operations Administrator or as directed, acts as the facilities maintenance coordinator for Town Hall.
- Greet staff and citizens coming into the Town Hall and/or Town Administration office.
- Arrange, announce or post meetings and reserve meeting space as appropriate for staff and Select Board.
- Supports the Records Access Officer with logging public requests and follow up as needed or upon request.
- Assist with annual projects as directed. Gathers data and information, organizes and prepares reports and correspondence as requested.
- Assist with posting to and updating the Town Administration webpage.
- In the absence of the Operations Administrator or as delegated, the Office Manager/Customer Service Representative will prepare Select Board meetings and agendas as well as administrative tasks related to collective bargaining negotiations and executive sessions.
- Manage and process petitions, requests and applications that are received in Town Administration. (example: utility petitions, abutter notifications, memorial applications).
- Track and order office supplies and equipment as needed.
- Responsible for organizing and processing municipal travel arrangements for Town Administration and Select Board.
- Process Town Administration payroll transmittal biweekly
- Manage the Committee Member List as directed by the Operations Administrator and assist with mailings for various committees as needed.
- Performs all other duties as assigned.

**Recommended Minimum Qualifications:**

**Education and Experience:** High school diploma and one or more related work experience in an office environment; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

**Special Requirements:** Proficient computer literacy, typing speed of at minimum 38-40 words per minute, valid Class D motor vehicle drivers license

**Knowledge, Abilities and Skill**

**Knowledge:** Working knowledge of common policies, practices and procedures of municipal government and applicable state and/or federal laws and regulations pertinent to position functions, very helpful. Knowledge of office software (word processing, financial and data base management and spread sheet applications) and the Internet in support of department operations.

**Abilities:** Ability to interact effectively and appropriately with the public and other personnel, perform multiple tasks and maintain confidential information. Ability to receive and process invoices, payments, and inquiries in a timely manner. Ability to complete multiple tasks in a timely, detailed, and accurate manner. Ability to communicate affectively and use business acumen.

**Skills:** Proficient skills in the operation of a personal computer and office equipment and the application of office software. Proficiency in business mathematical skills, recordkeeping basic accounts payable/receivable, and customer service skills.

**Physical and Mental Requirements**

*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 position's essential functions.*

**Physical Demands:** Little or no physical demands are required to perform the work. Work effort principally involves sitting and walking to perform work tasks, with intermittent periods of stooping, and standing. The employee is occasionally required to lift objects such as books, office equipment, and copy paper.

**Motor Skills:** Duties are largely mental rather than physical, but the job requires the application of basic motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, keyboarding, word processing, filing, and sorting of papers.

**Visual Demands:** The employee is constantly required to read documents and reports for understanding and routinely for analytical purposes. The employee is rarely required to determine color differences.

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*

**Appointment to the position is contingent upon passing a pre-employment physical examination.**

---

**ACKNOWLEDGEMENT:**

I have read and understand the essential job functions and the physical and mental abilities required for this job. My questions have been addressed, and by signing this document I acknowledge receipt of a copy of this job description.

Signature of Employee: \_\_\_\_\_

Printed Name of Employee: \_\_\_\_\_

Date: \_\_\_\_\_