

Supervisor Assistant

Job Description

Job Title: Supervisor Assistant

Departments: Supervisor, Assessing and Building

Hours: Part Time

Reports To: Township Supervisor

Date: September 2021

Summary: Williamstown Township is a community of approximately 4900 residents. The Supervisor Assistant works with the Supervisor to ensure the day-to-day operations of the Township run smoothly. Provides support to the Supervisor with projects, ordering needed supplies, answering phones, assisting the assessing department during board of review along with monthly reports, processing building permits, processing business licenses, and directing residents to the correct department for assistance and other duties as determined by the Supervisor. Maintains confidentiality of sensitive or personal information.

Essential Duties and Responsibilities (Other duties may be assigned):

1. Participates in regular meetings with the Supervisor to discuss status of current activities, reports, and upcoming projects.
2. Facilitates the interface of the Supervisor's office with constituents, other departments, elected officials, various boards and commissions, community groups, outside agencies, and governmental units.
3. Coordinates the March, July, and December Board of Review within the Township. Duties include notification of assessing parcel review with residents, filing PRE's, pulling reports of monthly sales, filing and updating property files and more.
4. Interprets and applies policies of the Supervisor and/or the Township Board.
5. Researches issues and prepares reports. Conducts analysis and recommends actions, and resolutions.
6. Creates, restructures, organizes, and maintains departmental databases and records.
7. Researches various costs and compiles and prepares estimates for the Supervisor's office, building department, and assessing department. Searches for ways to reduce costs and implement related programs.
8. Ensures departmental compliance with all statutory requirements.
9. Performs a variety of month-end duties including preparation of month-end department and board reports.
10. Performs other duties including special projects and research, as requested to ensure efficient operations of the Supervisor's office.
11. Prepare mailing of renewal and new applications of Business Licenses. Track and follow through ensuring business compliance.

Qualifications: To perform this job successfully, the employee must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competency: To perform the job successfully, an individual should demonstrate the following:

Analytical

- Synthesizes complex or diverse information;
- Collects and researches data;
- Uses intuition and experience to complement data.

Planning and Organization

- Independently plans, organizes, and schedules work;
- Pays close attention to details while keeping in mind the big picture.

Interpersonal Skills

- Use good communication and interpersonal skills to deal effectively with Township office staff at all levels, residents, State and local government representatives, and the general public.
- Focuses on solving conflict when it exists;
- Good listening skills;
- Remains open to others' ideas and tries new things.

Oral Communication

- Listens and gets clarification;
- Responds well to questions.

Written Communication

- Able to read and interpret written information.
- Able to compose correspondence and email using good spelling and grammar.

Judgment

- Displays willingness and ability to make good decisions;
- Exhibits sound and accurate judgment;
- Includes appropriate people in decision-making process;
- Makes timely decisions.

Professionalism

- Approaches others in a tactful manner;
- Reacts well under pressure;
- Treats others with respect and consideration regardless of their status or position;

- Accepts responsibility for own actions;
- Follows through on commitments.

Education and/or Experience: A high school diploma is required; Associate's or Bachelor's degree preferred. Knowledge of the structure, policies, procedures, and regulations of township or municipal government is helpful, but not required.

Language Skills: Ability to read, analyze, and interpret professional journals, technical procedures, or governmental regulations. Ability to interact successfully with representatives of various professions, Township Board members, residents, and the general public, as well as Township office staff at all levels. Occasionally requires dealing with unpleasant contacts.

Mathematical Skills: Ability to calculate figures and amounts such as percentages, hourly pay, etc. Ability to interpret comprehend and process detailed data and information.

Reasoning Ability: Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Skill in managing and utilizing complex reports to formulate policy and service recommendations.

Computer Skills: Use of Microsoft Office (particularly MS Word and Excel) and the Internet is required on a regular basis. Use of BS&A software for assessing and building purposes is required (training provided).

Other Requirements: Registration as a Public Notary or ability to obtain upon hire is preferred. Must be bondable.

Physical Demands and Work Environment: The physical demands and work environment 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 regularly required to talk, listen, and view or create written documents. The employee frequently is required to sit; use hands and fingers to handle or feel; and reach with hands and arms. The employee is occasionally required to stand, walk, stoop, or kneel. The employee must occasionally lift and/or move items of up to 50 pounds. While performing the duties of this job, the employee typically works in an office setting. The noise level in the work environment is typical of what would be found in a busy office, including ringing phones and talking.