

**TOWN OF SMITHFIELD, VIRGINIA  
CLASS DESCRIPTION**

**POSITION TITLE: OFFICE AIDE (Town Manager's Office)**

**GENERAL DESCRIPTION OF DUTIES**

Under direct supervision of the Town Clerk, employees in this class (Office Aide) provides part time assistance with general office functions and duties as will be described in more detail below. The employee in this position will answer phones and provide clerical support to the Town Manager's office. Performs related work as required.

**SPECIFIC DUTIES AND RESPONSIBILITIES:**

**EXAMPLES OF ESSENTIAL FUNCTIONS**

**The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position. This is a non-supervisory position.**

Assists the Town Clerk in locating all town files. This may involve moving boxes of files from one location to another as needed.

Assists in preparing documents for digital imaging by removing all fasteners, etc. as deemed necessary.

Attends customer service and other general office training as necessary to obtain updated and accurate knowledge for this position as approved by the Town Manager.

Assists in developing a "Working" master index of existing records, location of records, and other such information needed to establish an effective, user-friendly public record filing system.

Answers telephones and directs callers to appropriate personnel or department; takes messages when staff is unavailable. Provides general information and answers questions as appropriate.

**OFFICE AIDE (Town Manager's Office)**

Greets incoming visitors and directs them to appropriate personnel or department; notifies Town personnel of the arrival of visitors or customers. Provides general information and answers questions as appropriate.

Performs a variety of general clerical duties to include typing letters, correspondence and minutes; copying, distributing documents; preparing, sending and/or receiving faxed documents, etc.

Assists with Town Council and Town Council Committee agenda packaging on a limited basis.

Assists in preparing outgoing mail for various departments. This includes and is not limited to bulk mailings which consists of labeling, folding, and posting. This is for all departments that have bulk mailings excluding tax documents and vehicle decal documents.

Schedules appointments for Town Clerk and Town Manager as needed.

Assists in maintaining adequate office supplies.

Transcribes minutes for Planning Commission, Board of Zoning Appeals, and Board of Historic and Architectural Review under the direction of the Town Clerk. Follows up on all adopted minutes for signatures by appropriate elected and appointed officials.

Copies all approved minutes to manual paper with supporting documents and prepares same for scanning.

Indexes all board's permanent minutes in minute manuals as required by the Commonwealth of Virginia.

Makes at least one mail run to main town hall building each day and distributes Town Manager, Town Clerk, and Council mail appropriately.

Performs other errands upon demand. May include foot travel in inclement weather to other town buildings as needed.

Hours are flexible to help office continue to remain open without interruption.

**MINIMUM TRAINING AND EXPERIENCE**

High school diploma or GED; supplemented by one (1) to two (2) years previous receptionist experience and/or training involving clerical work or an equivalent combination of education, training, and experience.

## **PERFORMANCE APTITUDES**

**Data Utilization**: Requires the ability to calculate, compute, summate, and/or tabulate data and/or information. Includes the ability to perform subsequent actions in relation to these computational operations.

**Human Interaction**: Requires the ability to exchange information for the purpose of obtaining information or clarifying details. Performs such within well established policies, procedures and standards.

**Equipment, Machinery, Tools, and Materials Utilization**: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude**: Requires the ability to utilize a wide variety of descriptive data and information, such as minutes, letters, and records.

**Mathematical Aptitude**: Requires the ability to perform addition, subtraction, multiplication, and division.

**Functional Reasoning**: Requires ability to carry out detailed but uninvolved written or oral instructions. Involves routine work according to clearly prescribed standard practices, with some latitude for independent judgment.

**Situational Reasoning**: Requires the ability to exercise the judgment required in situations characterized by repetitive or short cycle operations covered by set procedures or sequences.

## **ADA COMPLIANCE**

**Physical Ability**: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-40 pounds). Tasks shall involve moving full file storage boxes and limited climbing of ladders. Tasks may involve extended periods of time at a keyboard or work station.

**Dexterity**: Requires the ability to perform skilled coordinated movements, such as keyboarding, filing, and dialing/answering telephones.

**Sensory Requirements**: Some tasks require the ability to perceive and discriminate sounds. Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors:** Tasks are regularly performed with limited exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

### **PERFORMANCE INDICATORS**

**The work performance of non-supervisory personnel of Town of Smithfield is routinely evaluated according to the performance criteria outlined herein:**

**Knowledge of Work:** Has working knowledge of the organization of the departments and staffing of the Town of Smithfield. Has working knowledge of the methods, procedures and policies of general clerical work. Clearly understands the occupational hazards and safety precautions required to perform the essential functions of the work. Has working knowledge of terminology and related professional languages used in the performance of clerical work. Knows how to maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with whom position interacts.

**Quality of Work:** Maintains high standards of accuracy in performing duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains quality communication and interaction with intra- and interdepartmental personnel, and any external entities with whom position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in a manner to produce a quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completion of assigned functions. Completes assigned work within established deadlines in accordance with directives, policies, standards, and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides sufficient notice to upper management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Exhibits an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates appropriate and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identification of alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advisement where appropriate, and researches issues, situations, and alternatives prior to exercising judgment.

**Cooperation:** Accepts supervisory and managerial instruction and direction, and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with established policies and procedures, etc.. Offers suggestions and recommendations to encourage and improve cooperation both intra- and interdepartmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships both intra- and interdepartmentally, and with external entities with whom position interacts. Tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion for work elements, and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards, to include regulatory entities. Ensures such standards are not violated.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

The Town of Smithfield is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Town of Smithfield will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.