

**JOB TITLE: CLERK/SECRETARY – MANAGER’S OFFICE**  
**DEPARTMENT: ADMINISTRATION**  
**REPORTS TO: BOROUGH MANAGER**  
**LAST REVISED: AUGUST 2015**

**POSITION PURPOSE AND OBJECTIVES:** This position is responsible for varied and difficult clerical work requiring an ability to type, take and transcribe oral dictation, and handle public requests and complaints with tact and courtesy; performs related work as required. Must become completely familiar with the daily operation of the department, and able to plan, organize and carry out all assignments quickly and accurately. Considerable judgment is required in establishing work procedures and performing duties. The work of this class involves matters of a confidential nature and heavy contact with the public. Although the work is supervised, this position requires the exercise of sound judgment, personal initiative and minimal supervision.

**ESSENTIAL JOB FUNCTIONS:** (Illustrative only)

- Maintains all official Borough records under the supervision of the Borough Manager including Ordinances, Resolutions, Minutes, Contracts and other official records as prescribed by the Borough Code.
- Assists in the preparation of Council meeting agendas and reports under the supervision of and at the instruction of the Borough Manager.
- Prepares minutes of Council meetings.
- Ensures timely submission of legal advertisements and notices.
- Administers handicapped parking permit program to include processing of the application, maintaining a current list of locations and issuing permits.
- Administers event permits for use of public property to include advising the Borough Manager of all routine permits and forwarding of same to the appropriate Council committee.
- Types letters, forms, memos, reports, requisitions, records, and similar materials from rough draft or dictation.
- Acts as a receptionist; answers phones, takes messages, screens calls, receives visitors, makes appointments, gives public information.
- Records requests and complaints from the public, directs same to the appropriate personnel and advises the Borough Manager upon disposition.
- Files correspondence and documents in accordance with prescribed filing methods.
- Schedules appointments and meetings for the Manager, Administrative Assistant, and Council.
- May be required to attend public meetings to record and transcribe the proceedings.
- Maintains the smooth operation of the office in the absence of the Manager and administrative staff.
- Handles confidential data and correspondence.
- Processes purchase requisitions.
- Operates computer terminal (Microsoft Office Suite).
- Operates calculator, typewriter, FAX machine, copier or other office equipment.
- Orders office supplies.
- Processes incoming and outgoing mail.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: Considerable knowledge of modern office practices, procedures and equipment; ability to type 50 words per minute; thorough knowledge of business English, spelling, arithmetic, and elementary bookkeeping; ability to take and transcribe dictation at a high rate of speed; knowledge of computer operations; ability to understand and follow complex oral and written instructions; ability to assume the responsibilities of the office in the absence of a supervisor; ability to compose or prepare replies to correspondence without dictation; ability to exercise good judgment in handling citizen requests and complaints; ability to maintain complex clerical records and to prepare reports from such records; ability to act with tact and courtesy; ability to establish and maintain a good working relationship with supervisors, co-workers and the general public.

SUPERVISORY RESPONSIBILITY: NONE

WORKING CONDITIONS: Work is performed in a generally comfortable indoor office environment.

PHYSICAL DEMANDS: (SEDDENTARY) Requires prolonged sitting, minimal bending or stooping to file, light lifting of office materials, normal corrected vision and hearing, operation of office equipment. (Complete physical analysis of position is on file in the Manager's office).

MINIMUM QUALIFICATIONS:

Education: Completion of high school with emphasis on clerical and/or secretarial skills, preferably supplemented by business school or college training and a knowledge of local government affairs.

Experience: Considerable experience of a progressively responsible nature involving secretarial duties, or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

(Subject to Revision)