

TOWN OF EAST LYME PUBLIC WORKS DEPARTMENT

Job Description: Public Works Administrative Assistant 2

Grade 2 Position

NATURE OF WORK: The Public Works Administrative Assistant is responsible for working with the Director of Public Works, the Deputy Director of Public Works, the Highway Superintendent and the Town Engineer to manage several Highway and Engineering administrative functions. This position requires independent judgment, initiative, maturity, observation and communication skills, and accuracy.

Supervision Received: The Public Works Administrative Assistant works under the direction of the Director of Public Works and/or the Highway Superintendent.

Supervision Exercised: This position has no supervisory responsibilities.

Essential Job Functions

- Regularly deals with the public; by phone, email or in person in responding to public works service requests including but not limited to; issues with garbage collection, trees, potholes, streetlights and drainage issues.
- Regularly utilizes Microsoft Word, Excel, Forms, Outlook, GIS, work order management programs and the Town's financial software system.
- Works with the Public Works Supervisors in creating purchase order requisitions, ordering supplies and services as needed and processing invoices for payment for the Engineering, Highway, Sanitation and the Building Maintenance Department.
- Receives payments from customers and processes payments through proper channels.
- Assists the Highway Superintendent with coordination of various programs such as leaf, Christmas tree and bulky waste collections.
- Provides secretarial and administrative support services for the Engineering, Highway and Building Maintenance Departments including but not limited to preparing and submitting DOT permits, preparing and sending out letters, signing up staff for training and other programs, filling out departmental reports, etc.
- Routinely assists with administrative tasks for the Highway, Engineering and Building Maintenance Departments.

******* The duties listed above are intended only as illustrative of the various types 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, or a logical assignment to the position.**

QUALIFICATIONS PROFILE

Knowledge/Skills and Ability

- Knowledge of the Town's financial software system. Ability to generate reports, create purchase orders, and process bills.

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Job Description: Public Works Administrative Assistant 2 (Cont.)

Knowledge/Skills and Ability (Cont.)

- Knowledge and/or ability to use Microsoft Office 365 products such as Word, Excel, Forms and Outlook.
- Knowledge and/or ability to use Asset Management software used by the Department.
- Knowledge and/or ability to use GPS software used by the Department.
- Ability to multi-task and provide excellent customer service in a fast-paced environment.
- Ability to establish and maintain effective working relationships with coworkers, other departments, and the public.
- Ability to organize work according to standard office procedures and to establish priorities within work assignments.
- Ability to accurately prepare letters, reports and records.
- Ability to exercise discretion in handling confidential information.
- Ability to plan, organize, direct, and coordinate work.
- Ability to express oneself clearly and concisely orally and in writing and to be able to read and follow oral and written instructions.
- Ability to maintain his/her composure with the public and coworkers in everyday, stressful, and emergency situations, and to deescalate contentious situations with the public when they arise.
- Regular attendance is a requirement of this position.

Experience and Training

- Graduation from High School, Vocational School, or equivalent required.
- An associate degree in secretarial science or business-related field preferred
- A minimum of three years of experience in Municipal Administrative Assistant work preferred.
- Means of transportation required.

PHYSICAL DEMANDS

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 essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, and listen. The employee is occasionally required to walk, use hands to finger, handle or feel objects, tools or controls and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision and the ability to adjust focus. The employee must be able to handle difficult people in an effective and appropriate manner. Hand-eye coordination is necessary to operate computers and other office equipment.

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

Revised on 8/2025