

**SPRING GARDEN TOWNSHIP
YORK COUNTY, PENNSYLVANIA**

RESOLUTION No. 2024-7

**A RESOLUTION AMENDING THE JOB DESCRIPTION OF THE OFFICE SUPPORT POSITION TO
OFFICE ASSISTANT I AND II**

WHEREAS, the Board of Commissioners has adopted job descriptions, titles, and classifications for non-collective bargaining unit employees and therefore must authorize any changes thereto; and

WHEREAS, the Board of Commissioners desires to amend the job description of the Office Support position.

NOW, THEREFORE BE IT RESOLVED, by the Board of Commissioners of the Township of Spring Garden, York County, Pennsylvania, that the amended job description for the Office Support position, which is now titled the Office Assistant I and II, as set forth in Exhibit A, which is attached hereto, is hereby approved.

DULY ADOPTED, this 10th day of April, 2024.

ATTEST:



Marcy L. Krüm-Tinsley, Secretary

**BOARD OF COMMISSIONERS
SPRING GARDEN TOWNSHIP**



Daniel E. Rooney, President Commissioner





Job Description

Department: Administration

FLSA: Salary Non-Exempt or Hourly

Wage Range: Hourly / \$15.00 to \$23.00/hr.

Job Title: Office Assistant I / II

Reports to: Zoning Officer

Date: April 10, 2024

General Definition of Work

This position requires an individual who has the ability to interact with the public, elected officials, and staff members with tact and courtesy. Essential duties include collaborating with members of the public and staff to perform and provide diverse administrative assistance and general office support services, reporting and processing information, and assisting with the performance of a variety of other functions related to local government services. On occasion, work may involve confidentiality issues and thus needs to be handled accordingly.

Qualification Conditions

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Office Assistant I / II will interact frequently with the public and other employees. Office Assistant I and II will not supervise staff.

The requirements listed below are representative of the knowledge, skill, and/or ability required. The individual will have limited latitude for independent decision-making, such as in interpreting and applying procedures, and often will perform some or portions of essential duties at the request of and under the direction or supervision of the Zoning Officer or designee. Management reserves the right to add, modify, change, or rescind the work assignments of different positions, and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Essential Duties

- Acts as receptionist by receiving and assisting walk-in visitors and answering phone calls, ascertains the nature of their business, provides positive first impression in explaining Township policies and procedures, refers visitors and callers to appropriate departments or other agencies, or initiates action on behalf of the appropriate Township departments, and conducts timely follow-up.
- Fields incoming calls, complaints, general emails, and visitor inquiries thoroughly, timely, and with tact.
- Distribute regular and priority mail and other communications to appropriate departments.
- Reviews permit applications for administrative completeness. Following approval by Zoning Officer, will contact applicant(s) to pick-up permit; collects fees for applications and permits.
- Ability to file documents both electronically and in paper form.
- Utilizes various computer applications and software packages; develop, enter, maintain, and generate reports from a database or network system; maintain and utilize data to develop reports using spreadsheet software; create, format, and revise charts, graphs, worksheets, brochures, and forms using word processing software.
- Type, word process, format, edit, revise, proofread, and process a variety of documents and forms including reports, correspondence, memoranda, agenda items and reports; compose correspondence and other documents.
- Helps to organize and maintain office common areas; sets-up and tears-down of rooms for meetings.
- Performs general office administrative duties, and errands.
- Carry out basic bookkeeping tasks.
- Organizes supply inventory.
- Operates and maintains a variety of office equipment including a computer and copier.
- Multitasks in a dynamic work environment with frequent interruptions.

- Assists Township staff to optimize processes and promote efficiencies; participates as an active and cooperative team member.
- Represents Spring Garden Township with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.
- Provides the exchange of municipal services with the public and staff in-person and on-site.
- Carries out other duties as assigned.

Distinct Duties

- Point of contact for the designated utility company for sewer billing.
- Reviews and verifies accuracy of sewer rental or charge accounts.
- Processes sewer certifications, pavilion and field rentals, special event permits, yard sale permits, and rental registrations thoroughly and accurately.
- Enters accurate and detailed information into permit tracking system.
- Scans plans, permit applications, notes for electronic storage to permit tracking software, and other document types to appropriate data repositories, as directed.

Distinguishing Characteristics

Office Assistant I

Office Assistants I perform general clerical and office support work, including processing transactions and maintaining records in a variety of organizational settings, with periodic instruction or assistance. Any given assignment may encompass a broad or narrow range of activities.

Office Assistant II

In addition to the essential and distinct duties described above, Office Assistants II performs the full range of responsible clerical and secretarial duties of a general and specialized nature with only occasional instruction or assistance. Incumbents will be subject to handling sensitive applications, requests, or inquiries for management or executive staff; processes applications or requests that do not meet normal parameters and may require additional research and consultation with higher level staff.

- Arranges and coordinates meetings (as assigned).
- Aids in distributing agendas and correspondences.
- Posts minutes and agendas, draft legislation, and other documents.
- Updates basic information on Township website; prepares communications on the notification system.
- Manages office supply inventory.
- Permits:
 - Accepts and reviews permit applications, initiates permit cases and inputs permit data and detailed notes in the permit tracking system, and processes all building, plumbing, zoning, and street excavation applications/permits, plumbing licenses, and use and/or occupancy certificates. Issues permits and certificates to the public. Permits, licenses, and certifications are issued after review and approval from the Building Code Official and/or Zoning Officer.
 - Prepares or composes memos, letters, or other communications as requested by the Zoning Officer.
 - Verifies that workers' compensation and contractor licenses are current and active.
- Reviews Subdivision and/or Land Development and Zoning applications for general administrative completeness.

Knowledge and Skills

Knowledge of:

- Applicable confidentiality and relevant record retention requirements.
- The Pennsylvania First Class Township Code.
- Principles and practices of effective customer service.
- Ability to work professionally with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person or over the telephone.
- Spring Garden Township rules and regulations.

Skill in:

- Proofreading documents; detailed note taking.
- Microsoft office applications such as Excel, Word, and Outlook and ability to learn other computer applications.
- Operating copies, printers, scanners, calculators, and other related common office equipment.
- Communicating effectively and diplomatically.
- Understanding and following instructions in both verbal and written form.
- Cooperating with and contributing positively to team efforts.
- Following direction through the supervisory chain of command.
- Establishing and maintaining effective working relationships with those encountered in the course of the work.

Reasoning Ability:

- Ability to define problems and deal with a variety of situations.
- Ability to actively listen, be personable and professional.
- Ability to think quickly, maintain self-control, and adapt to stressful situations and changes in work duties, policies, and procedures.
- Ability to use good judgement and effectively solve problems/trouble shoot.
- Ability to plan, organize, and prioritize work assignments to meet time requirements and facilitate the flow of work.

Education and Experience

- High school diploma (I and II).
- Office Assistant I: minimum 6 months general clerical experience.
- Office Assistant II: minimum 1-year general clerical and administrative experience.

Working Environment and Physical Requirements

- Environment:
 - Work is performed primarily in a standard office setting with extensive public contact, time pressures, frequent interruptions and distractions, and unpleasant social situations.
- Physical (include but not limited to):
 - Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate for expressing or exchanging information; to hear for perceiving information at normal spoken word decibels; and close, distance, and peripheral vision abilities; depth perception, and the ability to adjust focus. Position can be mentally demanding.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations. The Office Assistant I / II shall be appointed by and serve at the pleasure of the Board of Commissioners.