

## Town of Nantucket Job Description: Operations Administrator

<b>Position Title:</b>	Operations Administrator	<b>Grade Level:</b>	Non-Union
<b>Department</b>	Town Administration	<b>Date:</b>	5/1/2018
<b>Reports to:</b>	Town Manager	<b>FLSA Status</b>	Non-Exempt

**Statement of Duties:** Under the direction of the Town Manager, or his/her designee, the Operations Administrator organizes day-to-day operations and long-term projects of Town Administration in collaboration with the Project Manager, provides administrative service support, and manages operation duties of the department as needed.

**Supervision Required:** Under the general supervision of the Town Manager, or his/her designee, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. Supervisor reviews work to remain aware of progress, work methods, and technical accuracy.

**Supervisory Responsibility:** The employee is responsible for the direct supervision of the support staff of Town Administration. Supervisory responsibilities include training, scheduling, disciplinary actions as needed, payroll, and performance evaluation.

**Confidentiality:** The employee has regular access to confidential information in accordance with the State Public Records Law such as department records as well as collective bargaining matters and executive session minutes.

**Accountability:** Consequences of errors, missed deadlines or poor judgment may include adverse public relations, legal repercussions, and missed deadlines.

**Judgment:** Numerous standardized practices, procedures or general instructions govern the work performed and in some cases may require additional interpretation. Independent judgment is needed to facilitate exceptional customer service with the general public and maintain confidentiality.

**Complexity:** The work consists of a variety of office and project management and operations duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

**Work Environment:** Work is performed in a standard office environment. Noise or physical surroundings may be distracting. There are frequent interruptions.

**Nature and Purpose of Public Contact:** Relationships with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients. More than ordinary courtesy, tact, and diplomacy may be required to respond to requests for information or to deal with uncooperative or uninformed persons.

**Occupational Risk:** Risk exposure to the employee is similar to that found in a standard office setting.

# Town of Nantucket Job Description: Operations Administrator

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## **Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type 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, related, or a logical assignment to the position.*

- Provide leadership and project management support on operational activities and short and long-term projects that affect multiple Town departments and are overseen by various personnel.
- Maintains database and status dashboard of projects and activities Town-wide; enforces timelines and reporting requirements for projects.
- Track and reports activities and deadlines on an annual calendar to the Town Manager.
- Oversee Town Administration support staff including the Office Manager/Customer Service Representative and others as assigned.
  
- Respond to inquiries from the general public, from other town departments and from Town Administration staff as a representative of the Town Manager's office.
- Oversees the clerical functions of the office.
- Assist with projects as directed. Gathers data and information, organizes and prepares reports and correspondence as requested.
- Delegate tasks related to updating the Town Administration webpage and reviews posted material.
- Prepare agendas and records minutes for Select Board executive sessions.
- Assist with administrative support for collective bargaining negotiations preparation and contract presentation as needed.
- Represent Town Administration on preconstruction meetings and other requests for use of Town property as needed.
- Collaborate with Town Departments for road openings, re-routing, closures and items that impact traffic safety; manages over the road scheduling.
- Act as the point of contact for Town Hall building maintenance and emergencies
- Oversee the committee management process.
- Performs all other duties as assigned.

## **Recommended Minimum Qualifications:**

**Education and Experience:** Bachelors degree and three to five (3-5) years related work experience in an office environment; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

**Special Requirements:** Advanced computer literacy, typing speed of at minimum 38-40 words per minute, valid Class D motor vehicle drivers license. Project management experience or certification preferred but not required.

## **Knowledge, Abilities and Skills**

**Knowledge:** Working knowledge of common policies, practices and procedures of Municipal

# Town of Nantucket Job Description: Operations Administrator

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Government and applicable state and/or federal laws and regulations pertinent to position functions. Knowledge of office software (project management, word processing, data base management and spread sheet applications). Knowledge of the town's web site and Internet in support of department operations, helpful.

**Abilities:** Ability to interact effectively and appropriately with the public and other personnel, perform multiple tasks and maintain confidential information. Ability to complete multiple tasks in a timely, detailed, and accurate manner. Ability to effectively use office equipment in an efficient manner and learn various project management software and electronic data management software. Ability to communicate effectively to other staff to meet deadlines and accomplish tasks and to manage clerical staff.

**Skills:** Proficient skills in the operation of a personal computer and office equipment and the application of office software including word processing, project management, electronic data management, spread sheet, and data base management applications; proficient business mathematical skills, recordkeeping, and customer service skills; proficient written and oral communication skills.

## **Physical and Mental Requirements**

*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 position's essential functions.*

**Physical Demands:** Little or no physical demands are required to perform the work. Work effort principally involves sitting and walking to perform work tasks, with intermittent periods of stooping, and standing. The employee is occasionally required to lift objects such as books, office equipment, and copy paper.

**Motor Skills:** Duties are largely mental rather than physical, but the job requires the application of basic motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, word processing, filing, and sorting of papers.

**Visual Demands:** The employee is constantly required to read documents and reports for understanding and routinely for analytical purposes. The employee is rarely required to determine color differences.

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

**Appointment to the position is contingent upon passing a pre-employment physical examination.**

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## **ACKNOWLEDGEMENT:**

I have read and understand the essential job functions and the physical and mental abilities required for this job. My questions have been addressed, and by signing this document I acknowledge receipt of a copy of this job description.

Signature of Employee: \_\_\_\_\_

Printed Name of Employee: \_\_\_\_\_

Date: \_\_\_\_\_