



Selectboard
Town of Montague
1 Avenue A
Turners Falls, MA 01376

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The Town of Montague is seeking applications for the position of **Building Dept. Administrative Assistant**. The position performs clerical and administrative functions for the Building Dept. and the Zoning Board of Appeals. Responsibilities include strong communication skills, answering the telephone, providing customer assistance, filing and maintenance of documents and records, preparing correspondence, processing accounts received/payable, payroll, scheduling of inspectors, performing data entry and maintenance of CitizenServe data base, Microsoft Word and Excel knowledge preferred, preparing and posting of Notices, Decisions and Zoom information for the Zoning Board of Appeals, conducting research, preparing for and attending night meetings, transcribe meeting minutes and assisting in the daily operation of the office. Candidates for this position should have a high school diploma or associate degree preferred and or 3 to 5 years of experience in a similar role or an equivalent combination of education and experience.

This is a 35 hour a week benefited position and is part of the NAGE Union, Grade B. The range of pay is: \$19.76 to \$24.31 per hour.

The Building Dept. work week is four days per week, 8:30AM to 5:30PM Monday, Tuesday, and Thursday and 8:30AM to 6:30PM on Wednesday.

Applicants interested in this position should send a cover letter and resume to: WendyB@montague-ma.gov or via mail/in person to Wendy Bogusz, Executive Assistant, 1 Avenue A, Turners Falls, MA 01376 no later than Monday, March 17, 2025 at 5:00 PM or until the position is filled.

Full job description available at: <https://montague-ma.gov/p/308/Employment-Opportunities>

The Town of Montague is an EEO Employer.

**TOWN OF MONTAGUE
JOB DESCRIPTION**

POSITION TITLE:	Administrative Assistant	DATE:	February 2024
DEPARTMENT:	Building Department	GRADE:	B
REPORTS TO:	Inspector of Buildings	FLSA:	Non-Exempt

Statement of Duties

Position performs routine to complex administrative and secretarial functions for the Building Department and Zoning Board of Appeals. Responsibilities include answering telephone calls, receiving and assisting customers, preparing correspondence, processing department payroll, accounts payable, and accounts receivable, conducting research, performing data entry, providing customer services, and assisting in the daily operation of the office.

Supervision/Guidance Received

Employee plans, prioritizes, and performs work in accordance with standard practices and previous training. Employee is expected to solve problems by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines, and priorities. Technical and policy problems or changes in procedures are discussed with supervisor. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the result are not usually reviewed in detail. Employee is required to attend evening meetings.

Job Environment

Position responsibilities require the use of judgment to interpret numerous standardized practices, procedures, or general instructions that govern the work. Employee is expected to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline for a given situation. Employee plans and prioritizes work in response to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Errors can result in a delay of service, legal repercussions, or monetary loss.

Position has frequent contact with the public to receive calls and visitors; respond to inquiries, requests or complaints; schedule appointments; or provide information and assistance regarding department policies and procedures. Position has daily contact with other town departments for the purpose of giving or receiving information and assistance, coordinating tasks, and scheduling appointments. Contact usually occurs in person, in writing, or on the phone.

Provides secretarial/clerical support and professional liaison support to the Zoning Board of Appeals by performing such activities as taking minutes; compiling information for review/action; following up after meetings to ensure Board decisions and actions are documented and disseminated to appropriate parties.

Position Functions

The essential functions or duties listed below are intended only as illustration 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, related, or a logical assignment to, or extension of, the position.

Essential Functions

1. Provides customer services for the office; answers telephone, takes messages and screens calls; schedules requests for inspections; greets visitors, assists in various requests for information and assists applicants with the permitting process.
2. Performs clerical functions for the office, makes copies, orders supplies, prepares mailings, maintains files, operates and maintains office equipment, distributes mail, and prepares correspondence. Maintains and updates database.
3. Processes building, electrical, gas and plumbing permits, receives and reviews applications, collects payments, reconciles and records payments, and transmits payment to the Treasurer/Collector.
4. Compiles data for use in permits and zoning notices: prepares and distributes large mailings.
5. Monthly reports on reconciliation with Treasurer/Collector and Accountant.
6. Composes Zoning notices for Building Inspector's review and release.
7. Files Zoning Board of Appeals documents with the Town Clerk such as, notices, agendas, variances, special permits, and decisions.
8. Attends and records minutes for Zoning Board of Appeals hearings, transcribes and distributes minutes as required; provides follow up clerical support and assistance as requested.

Recommended Minimal Qualifications

Education and Experience

A candidate for this position should have a High School diploma with additional training in business or computers, and one to three years' of clerical experience; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

A candidate for this position should have knowledge of the following:

- Principles, practices and methods related to office procedures

Skill in:

- Communication, customer service and organization skills

- Office procedures, equipment and software applications

And the ability to:

- Maintain accurate, detailed records
- Handle multiple tasks simultaneously, despite interruptions

Tools and Equipment Used

The employee operates standard office equipment (e.g., personal computer, telephone, copier and facsimile).

Physical Requirements

The physical demands listed here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations are considered to ensure individuals with disabilities can perform essential functions.

The employee is frequently required to sit, speak, hear and use hands to operate computer during work hours. The employee must regularly stand and walk. Vision requirements include the ability to read routine documents for analysis and general understanding and view a computer screen, as well as the ability to read maps. The position requires lifting and carrying objects weighing up to 10 pounds.

Work Environment

The work environment characteristics described here are representative of those that the employee encounters while performing the essential functions of this job. Reasonable accommodations are considered to ensure individuals with disabilities can perform essential functions.

Administrative work is performed under typical office conditions.

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.