



EMPLOYMENT OPPORTUNITY

Town of Lexington

We are currently accepting applications for the part-time (28 hours / week) position of:

Municipal Assistant Human Services

Starting hourly rate up to \$23.28/hr
Excellent Benefits

**The REQUIRED Town of Lexington application must be received in the
Town's Human Resource Department
by Friday, February 19, 2016**

GENERAL SUMMARY:

Under the general supervision of the Human Services Office Manager, performs a variety of clerical, administrative and customer service work to support the overall functioning of the Human Services Department, including Senior Services and Transportation Services. Provides primary support to a specific division as assigned.

ESSENTIAL JOB FUNCTIONS:

- ◆ Provides customer service in person and by phone related to Transportation Services and other Human Services general inquiries. Provides information, interpretation, and assistance to residents and the general public regarding transportation issues, senior and Human Services programs and other Town departments.
- ◆ Coordinates daily administrative operations of Lexpress, including preparation and processing of fare boxes and daily ridership/revenue forms. Troubleshoots any daily operational issues and communicates with drivers. Monitors and maintains GPS bus tracking service and data base of on-board passenger counts. Prepares spreadsheets and creates ridership and revenue reports as requested.
- ◆ Prepares cash turnovers for daily receipts of Human Services Department revenue and prepares deposits to submit to Treasurer's Office. Maintains a variety of print and electronic files, data bases and records for Lexpress and LexConnect programs. Tracks and records financial information for the Office Manager and Transportation Manager.
- ◆ Creates customer service announcements, brochures, press releases and other print information for Human Services programs.

- ◆ Monitors and maintains the supply of information and registration materials at the Community Center service counter.
- ◆ Assists Human Services staff members with special programming and events, including set up of rooms.
- ◆ Performs other basic office functions such as processing mail, maintaining files and records, preparing various reports and correspondence, and troubleshooting office equipment.
- ◆ Performs special projects and other related duties as required, directed, or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

MINIMUM EDUCATION & EXPERIENCE:

Associate's Degree or equivalent with one to three years of increasingly responsible related administrative support experience in a Human Services/Community setting.

ADVANCED EDUCATION & EXPERIENCE:

None.

QUALIFICATIONS:

Knowledge of:

- ◆ Modern office procedures, methods and computer/software equipment to include proficiency in MS Word/Excel
- ◆ English usage, spelling, grammar and punctuation.
- ◆ Principles and procedures of confidential record keeping.
- ◆ Business letter writing and basic report preparation techniques.
- ◆ Effective customer service techniques.

Ability to:

- ◆ Provide administrative support and coordinate multiple tasks and projects simultaneously with a high degree of competence and organization.
- ◆ Plan, prioritize and execute work in the absence of supervision; understands when to escalate issues to appropriate manager.
- ◆ Type at a speed necessary to for successful job performance.
- ◆ Communicate clearly and concisely, both orally and in writing, and maintain effective working relationships.
- ◆ Effectively handle an environment which involves close contact with coworkers and the public.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Work is performed in a normal office environment not subject to extremes of temperature, noise, odor, etc. Operates computer, printer, photocopier, fax machine, telephone, two-way radio, coin counter, typewriter, adding machine, and other office equipment. Work requires extended periods of sitting, reaching, typing, and mousing, which requires eye-hand coordination and finger dexterity.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. 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.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

APPLICATION PROCESS

All applicants are required to complete a Town application form, available from the Internet at www.lexingtonma.gov, emailing jobs@lexingtonma.gov, calling (781) 698-4591 or by visiting the Human Resources Department. Resumes may be attached to the application form as additional information, but cannot serve as a substitute for completing the required application form.

CORI screening required.

**Application must be received in the Town's Human Resource Department
by Friday, February 19, 2016**

The Town reserves the right to modify the application deadline, and/or accept applications after the deadline, to best serve the interest of the community.

After the deadline all applications will be reviewed and the most highly qualified candidates will be invited to one or more interviews. All applicants will be notified of their standing in the process as soon as a decision has been made regarding their individual application.

Individuals who need accommodations in order to participate in this process should contact the Human Resources Department.

Questions regarding this hiring process should be addressed to the:
Human Resources Department
Town of Lexington
1625 Massachusetts Avenue
Lexington, MA 02420
(781) 698-4591
