



Town of Danville

OFFICE AIDE

DEFINITION

To perform routine administrative and clerical duties in support of an assigned department. This is the entry-level class in the clerical series.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management personnel and may receive technical and functional supervision from a higher-level clerical position. This position does not exercise supervision of others.

ESSENTIAL JOB DUTIES

Essential duties may include, but are not limited to the following:

- Provide administrative support service consistent with direction provided.
- Assist in preparing and assembling documents for internal or external distribution; this includes uploading documents onto the Town communication platforms.
- Respond to public inquiries, both on the telephone and in-person, and refer to appropriate staff member for more specific information as appropriate; this includes periodically serving as the Greeter at the Permit and Welcome Center
- Compose routine correspondence and memoranda; proofread for accuracy, correct form, content and proper English usage.
- Assist in the maintenance of paper and electronic records and files; serve as a resource for locating files and records.
- Act as interdepartmental liaison relating to administrative or project support functions, as assigned.
- Perform duties within OSHA standards; and other duties as assigned.
- Participate in distributing office supplies; check and log materials and supplies.
- May act as departmental representative on various committees.
- Perform duties within OSHA standards; and other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Correct English usage, spelling, grammar, and punctuation.
- Modern office methods, practices, procedures, copier and computer equipment.
- Basic record keeping principles and procedures.

Ability to:

- Perform assigned clerical duties with speed and accuracy.
- Complete assignments on time and consistent with direction provided.
- Communicate clearly and concisely, in both verbal and written form.
- Manage multiple tasks, meet deadlines, and work under time constraints.

- Understand the organization and operations of the Town and outside agencies as necessary to effectively perform responsibilities.
- Interpret, explain, and apply operating policies, procedures, and guidelines of Town and department.
- Work cooperatively with other departments, outside agencies, and the public.
- Compile, organize maintain records and files, as directed.
- Be proficient in, and able to assimilate upgrades to, a variety of computer software programs, including proficient use of Adobe and Microsoft software products.
- Operate standard office equipment and machines.
- Type accurately at 50 words per minute.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two (2) years of increasingly responsible clerical work.

Education:

The equivalent of the successful completion of twelfth grade.

Updated: May 2019

