

**CITY OF CONCORD
CLASS SPECIFICATION**

**CLASS TITLE: ADMINISTRATIVE ASSISTANT
DEPARTMENT: CITY CLERK'S OFFICE
REPORTS TO: DEPUTY CITY CLERK**

DATE: 08/2024

JOB SUMMARY:

Provides courteous and diplomatic customer service to internal and external customers. In accordance with NH State statutes, amends, issues and maintains vital records. In accordance with NH State statutes and federal laws, assists with all duties relative to administering elections held within the City of Concord. Issues and assists with the maintenance of the municipal dog licensing database. Provides administrative support to the City Clerk and Deputy City Clerk.

ESSENTIAL JOB FUNCTIONS:

Provides courteous and diplomatic customer service to internal and external customers in person, by phone and via written correspondence.

Assists the public in explaining rules and regulations specific to vital records, elections and dog licensing to ensure that proper procedures are met.

Researches, issues, amends and maintains vital records in accordance with NH State statutes and state agency requirements.

Assists with all pre and post duties relative to administering elections held within the City of Concord; including but not limited to updating voter files within the New Hampshire Voter Registration System, assisting with the issuance of absentee ballots, preparing voter checklists as well as assisting the City Clerk and Deputy City Clerk with the testing of machines to be used on election day.

Issues dog licenses and assists with the maintenance of the municipal dog licensing database in accordance with NH State statutes.

Assists with the maintenance of various databases including but not limited to records retention and municipal boards and commissions.

Conducts research to provide requested information to the public, department directors and/or staff.

Processes payment transactions.

Compiles and verifies information for further processing or statistical reports.

Provides administrative support to the City Clerk and Deputy City Clerk.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal General Office Equipment Cash Register Calculator/Adding
Machine Laminator Copier Fax Machine Typewriter

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma or GED; and two to four years of progressively responsible administrative experience, which includes some experience interacting with elected officials and/or managers; or, any combination of

education, training and experience which provides the knowledge, skills and abilities required for the job.

Licenses and Certifications:

Notary with the ability to become a Justice of the Peace within the probationary period.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Administrative policies and procedures related to the area of assignment.

Effective verbal and written communication including correct English usage, spelling, grammar, punctuation and vocabulary.

Techniques of effective time management.

Record keeping, report preparation, filing methods and records management techniques.
Basic budgetary principles and practices.

General office procedures, policies, and practices, as well as basic knowledge of computer/VDT and other general office equipment.

Microsoft Office programs.

Skill in:

Effective verbal and written communication including correct English usage, spelling, grammar, punctuation and vocabulary.

Dealing courteously and diplomatically with those served by the department.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with minimal direction.

Operating general office equipment.

Typing moderately complex documents at a rate of 40 words per minute.

Compiling, composing, and maintaining clear and concise reports, correspondence and other written materials.

Performing basic mathematical computations such as addition, subtraction, multiplication, and division.

Using computers to enter and retrieve information.

Mental and Physical Abilities to:

Maintain a high degree of confidentiality and accuracy.

Establish and maintain effective working relationships with other employees and the general public.

Work under pressure sometimes in stressful situations.

Handle situations in which others may be angry or argumentative.

Organize and compile information into a logical and sequential format.

Understand and carry out moderately complex written and oral instructions.

Perform duties while intermittently sitting, standing, or stooping.

Occasionally lift light to moderately heavy objects.

Climb ladders.

Working Conditions:

Work is performed in a normal and sometimes hectic office environment as well as storage areas and vaults. Some work areas may result in exposure to dust and dirt.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.