

Exhibit A

Job Description

Department: Administration

Job Title: Office Support Assistant

FLSA: Salary Non-Exempt or Hourly

Reports to: Township Manager

General Definition of Work

The Office Support Assistant will perform a variety of administrative and clerical duties such as handling incoming calls and other communications, providing support to customers and visitors, organizing and managing files, preparing and maintaining documents, scheduling appointments, managing office supplies, and carrying out basic bookkeeping, in addition to general office administrative duties and errands.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The Office Support Assistant will interact frequently with the public and other employees.

The requirements listed below are representative of the knowledge, skill, and/or ability required. The individual will have limited latitude for independent decision-making, such as in interpreting and applying procedures, and often will perform some or portions of essential duties at the request of and under the direction or supervision of the Township Manager or designee. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential duties.

Essential Duties

- Assisting Township staff to optimize processes.
- Handling incoming calls and other communications.
- Managing filing system.
- Recording information as needed.
- Greeting and aiding with reception of visitors as needed.
- Sorting and distributing communications in a timely manner.
- Updating paperwork, maintaining documents, and word processing.
- Helping organize and maintain office common areas.
- Performing general office administrative duties and errands.
- Coordinating events as necessary.
- Maintaining supply inventory.
- Maintaining office equipment as needed.
- Creating, maintaining, and entering information into databases.
- Responding in a timely and courteous manner to phone calls, e-mails, and walk-in visitors.
- Contributing to the efficiency and effectiveness of administrative service to the elected officials and Spring Garden Township constituents by offering suggestions and directing or participating as an active member of a team.
- Representing Spring Garden Township with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.
- Carrying out other duties as assigned.



Distinct Duties

- Provides administrative assistance to the Township Manager and Public Works Superintendent.
- Point of contact for Water Company with regard to sewer billing.
- Completes sewer certifications.
- Reviews and certifies accuracy pertaining to sewer billing.
- Updates website.
- Provides administrative assistance to Code Enforcement Officer or designee which includes but is not limited to the following: rental registration, code enforcement, plumbing applications and licensing.

Required Knowledge and Skills

Knowledge of:

- Applicable confidentiality and relevant record retention requirements.
- The Pennsylvania First Class Township Code.
- Principles and practices of effective customer service.
- Ability to work professionally with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person or over the telephone.
- Spring Garden Township rules and regulations.

Skill in:

- Planning, organizing, and prioritizing work assignments to meet time requirements and facilitate the flow of work.
- Proofreading documents.
- Microsoft office applications such as Excel, Word, and Outlook and ability to learn other computer applications
- Operating copies, printers, scanners, calculators, and other related common office equipment.
- Communicating effectively and tactfully.
- Understanding and following instructions in both verbal and written form.
- Contributing positively to team efforts.
- Following direction through the supervisory chain of command.
- Establishing and maintaining effective working relationships with those encountered in the course of the work.

Education and Experience

- High school diploma.
- Minimum 1 year of experience as an office assistant or in related field.

Physical Requirements

- Work daily requires using hands to type, finger, handle and feel, as well as repetitive motions, sitting, standing, walking, speaking and hearing in person and on the telephone, and reaching with hands and arms. Work frequently requires driving, and occasionally requires climbing or balancing, stooping, kneeling, crouching or crawling, pushing, pulling, lifting, reaching, and grasping.
- Specific vision abilities required include close vision for reading on paper and on a computer screen, and ability to focus.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word decibels.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required. The Office Support Assistant shall be appointed by and serve at the pleasure of the Board of Commissioners.

