

TOWN OF HAMDEN
Engineering Aide

Classified/ Competitive
Engineering Department

BU: AFSCME, Local 2863
Salary: Scale D, Range 1

Position definition: Performs administrative, secretarial, and clerical work of a responsible nature for the Town Engineer and other department staff, and provides assistance to the public processing permits and licenses, and making available maps, documents, and other information on file in the department.

Supervision received: Receives general supervision from the Town Engineer; performs work independently and establishes priorities within general work assignment.

Supervision exercised: May provide supervision to clerical support staff as assigned.

Examples of essential job duties: Works at office counter and receives visitors. Screens telephone calls and forwards calls or takes messages as appropriate. Processes incoming and outgoing correspondence. Provides general information to the public on department services, including regulations, procedures, and programs. Processes applications for permits and licenses administered by the department, including street excavation, sidewalk, and driveway permits. Performs word processing of various reports and correspondence. May prepare routine correspondence for supervisor's signature. Transmits and explains supervisor's directions to appropriate persons and follows up to assure compliance, completeness, and conformance with deadlines. Performs data entry and assists in maintaining department spreadsheets and databases, including receiving and entering "Call Before You Dig" notices in databases and files, and maintaining permit and licensed contractor databases and files.

Develops, organizes, and maintains department files of maps, plans, and other documents and information. Searches files and records to obtain information requested by the public or department personnel. Makes copies of or prints maps, plans, and other department records and information. Assists in monitoring the approved department budget and capital or special project budgets assigned to the department. Fills out payroll and submits to the Finance Department weekly. Maintains records of department personnel's accrued vacation, sick, personal, and other permitted time off. Collects and processes fees and maintains records for permits, licenses, and other revenues. Processes department purchase requisitions and payment of invoices and maintains records of expenditures. Maintains inventory of office supplies, materials, and equipment. Assists the Town Engineer and other department staff with a variety of office projects. Provides administrative, secretarial, and clerical support services to the Town Engineer and other department staff.

Examples of incidental job duties: Performs backup or relief tasks in all functional areas of the department as necessary. Performs general office administrative, secretarial, and clerical tasks. Operates standard office equipment, such as computers, copiers, scanners, fax machines, calculators, etc. Makes recommendations for improvements in work procedures and the coordination of department activities. Performs other related duties as directed.

Minimum qualifications required: The skills and knowledge required are an Associate's degree in office administration or a related field and two years of progressively responsible secretarial or office administrative work; or a high school education, and four years of progressively responsible secretarial or office administrative work; or any equivalent combination of education and experience.

Knowledge, skills, and abilities: A working knowledge of the functions, activities, and responsibilities of municipal government is desirable. A working knowledge of practices and terminology utilized in public works engineering is desirable. Must be able to apply commonsense reasoning to solve practical problems. Must be able to compose clear and correct reports and correspondence and to perform basic mathematical operations. Must be able to interpret a variety of instructions in written, oral, diagrammatic, or schedule form. Must be able to interpret departmental information, including maps and plans, in layman's terms, and to deal effectively with the public. Must be proficient in using computer programs including e-mail, internet, Microsoft Office, Open Office, and Munis, or be able to acquire these skills within a limited training period, as determined by department needs. Must be able to establish and maintain effective working relationships with staff. Must be able to anticipate requirements and initiate and perform detailed work with minimal supervision. Must have the ability to establish and maintain files and record systems. Must be highly organized and able to efficiently schedule and coordinate work and process paperwork accurately and efficiently.

License or certificate: Not applicable.

Physical, mental exertion/environmental conditions: Performs duties in an office environment. Routinely exposed to a computer screen. May be required to move light and medium weights, such as office supplies. Uses repetitive motions in operating office equipment, including keyboards, calculators, fax machines, and copiers. Must be able to hear clearly (correctable to within normal limits) to understand verbal information and to see clearly (correctable to 20/20) to read maps and documents and complete applications and forms. There is some stress from interacting with the public and due to concentrating on work despite interruptions and the need to meet deadlines.

Note: The above tasks and responsibilities are illustrative only. It is not meant to be all-inclusive of every task and responsibility required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the position.

Approved by the Civil Service Commission on December 21, 2009.