



Narberth Borough
Job Description and Application
Position: Records Clerk/ Office Assistant
Status: Full-Time FLSA Non-Exempt

SUMMARY:

Under the direction of the Borough Manager, the Records Clerk/Office Assistant is responsible for a variety of administrative functions in compliance with State and local codes, and ensure that these services and programs are provided efficiently and effectively. This position is an important member of a small administrative team.

The person in this position will demonstrate a high level of personal integrity and ethical behavior with a proven record of technical competence and a commitment to life-long career development and learning. This person will understand the positive value of developing and maintaining effective relationships with staff, elected officials, and the public. This person will be well-versed in applying technology to further organizational efficiencies and demonstrate high attention to detail.

The Records Clerk/Office Assistant will support the mission, philosophy, policies and procedures of the Borough. This person will model integrity, curiosity, responsibility, creativity and respect for all persons and appreciate racial, cultural, and gender diversity. The person in this position will gain valuable experience in all phases of public administration in municipal government. The ideal candidate's responsibilities will expand beyond the essential functions of the position as fluency increases.

SUPERVISION RECEIVED:

Work is performed under the general direction and supervision of the Borough Manager. Work related to Police Department call taking and assisting walk-in is subject to the supervision of the Chief of Police.

ESSENTIAL FUNCTIONS:

- **Administrative Tasks**
 - Leads the maintenance and organization of Borough records while utilizing new technologies under direction of the Borough Manager.
 - Assists in the preparation of meeting materials and Right-to-Know Requests.
 - Using the PHMC Record Retention Manual, provide a list of records eligible for destruction with no historical value on an annual basis;
 - Schedule and maintain a calendar of reservations of Borough facilities;
 - Maintain the Borough calendar of events and coordinate with partner non-profits;
 - Schedule and advertise meetings of Borough Council, Committees, and Boards and Commissions;
 - Maintain the residential parking permit program database and issue permits;

- Oversee the maintenance of the Borough's Overnight Parking Permit Database to assure that it is updated for accuracy.
 - Regularly inventory and order office supplies for all Borough staff;
 - Work with the Borough trash collector to resolve resident concerns and complaints;
 - Maintain log of work orders to provide monthly to Borough Council, follow up with relevant staff and Borough contractors to resolve outstanding work orders;
 - Review public materials posted on Borough property to ensure information is timely, relevant, and in accordance with Borough policies;
 - Receive incoming mail, email, and voicemails and direct it to appropriate officials and staff;
 - Provides administrative support to other departments as directed.
 - Prepares meeting minutes for meetings of the Borough Council and other committees as directed.
- **Communication**
 - Answer phone calls and assist walk-ins including those on behalf of the Borough and its Police Department to forward calls and messages PD staff under direction of Police Chief.
 - Assist customers over the phone seeking to conduct Borough business.
 - Work collaboratively with the administrative team on all external communications in all media;
 - Monitor and respond to shared Borough email inboxes;
 - Handle in-office and telephone reception;
 - Draft and update the weekly Borough email blast;
 - Prepare the printed newsletter;
 - Update the Borough website;
 - Post to the Borough Facebook page;
 - Post to Borough's Everbridge Alerting System
 - **Financial Tasks**
 - Receipt customer payments for processing.

QUALIFICATIONS:

- Must possess excellent communication and analytical skills, verbally and in writing, to clearly communicate in a professional manner;
- Ability to thrive in a high-paced office setting with frequent interruptions to workflow is required;
- Be of sound moral character and successfully complete and pass a background check.
- Ability to handle multiple assignments at once and flexibility to receive directions is required;
- Must possess excellent mathematical, accounting, and archiving skills;
- Must possess the ability to establish and maintain working relationships with supervisors, associates, vendors, elected and appointed officials, and the general

- public;
- Must be able to deescalate confrontation with a patient and firm attitude;
 - Must be able to learn written administrative procedures, ordinances, and internalize the legislative framework of local government operations;
 - Considerable knowledge and competency with Microsoft Office Suite, including Access, within a Local Area Network is required;
 - Knowledge of Microsoft Office 365, WordPress, Quickbooks, and software as a service(SaaS) for Borough administrative functions such as parking enforcement, payroll, accounting, public notifications, and traffic monitoring is preferred;
 - Completion of post-secondary education with an Associate or Bachelor degree is required, with preference for a degree in or related to business, public administration or other related field;
 - Prior experience in a local government setting is preferred;

PHYSICAL REQUIREMENTS:

- Ability to sit for a minimum of 1 up to 2 hours at a time, stand for a minimum of 1 up to 2 hours and walk;
- Ability to bend/stoop, squat, reach above shoulder level, crouch, kneel, lift and push/pull for up to 25% of the workday;
- Ability to work indoors in an office setting with artificial and natural light;
- Ability to use a telephone, computer, and mobile device;