

# TOWN OF EAST HARTFORD

(860) 291-7207

OFFICE OF  
THE TOWN COUNCIL

740 Main Street  
East Hartford, Connecticut 06108

WWW.EASTHARTFORDCT.GOV

## MICROSOFT TEAMS

### PERSONNEL AND PENSIONS SUBCOMMITTEE

June 26, 2023

**TO:** Harry Amadasun and Tom Rup

**FROM:** Awet Tsegai, Chair

**RE:** Monday June 26, 2023 5:30 pm CCC 111/Microsoft Teams

**This meeting is accessible through "Microsoft Teams" 1 929-235-8441  
Conference ID: 962 490 14# or [Click here to join the meeting](#)**

## AGENDA

1. CALL TO ORDER
  2. APPROVAL OF MINUTES
    - A. May 2, 2023
  3. OPPORTUNITY FOR RESIDENTS TO SPEAK
  4. OLD BUSINESS
  5. NEW BUSINESS
    - A. Proposed Revisions of Job Descriptions
      1. Case Worker I (Health Department)
      2. Case Worker II (Health Department)
    - B. Proposed Revisions of Job Descriptions and Pay Grade Adjustments
      1. Account Clerk (Tax Department)
      2. Assistant Building Official- Electrical
      3. Assistant Building Official
    - C. Proposed Revisions of Job Descriptions, Pay Grade Adjustments and Changes in Title
      1. Assistant Building Official- Plumbing and Mechanical
      2. Administrative Secretary II - Senior Services
  6. ADJOURNMENT
- C: Town Council  
Mayor Walsh  
Tyron Harris, Human Resources Director

MICROSOFT TEAMS

PERSONNEL AND PENSIONS SUBCOMMITTEE

May 2, 2023

PRESENT Awet Tsegai, Chair, Councilors Harry Amadasun Jr. and Tom Rup

ALSO Tyron Harris, Human Resources Director

PRESENT

CALL TO ORDER

Chair Tsegai called the meeting to order at 7:16 pm

APPROVAL OF MINUTES

March 30, 2023 Meeting

MOTION By Tom Rup  
seconded by Harry Amadasun

to **approve** the minutes of the March 30, 2023 Personnel & Pensions Subcommittee meeting.

Motion carried 3/0

OPPORTUNITY FOR RESIDENTS TO SPEAK

None

OLD BUSINESS

None

NEW BUSINESS

Assistant Collector of Revenue

Director Harris shared proposed revisions to the job description for Assistant Collector of Revenue. The position has not been updated since 2012 and the role has evolved over time. Human Resources is currently reviewing a number of positions, and noted that upon review, the payscale for this particular role stood below the current market rate for similar municipalities. As part of the CSEA contract, employees within the Union can reach out to Human Resources for consideration of change in pay grade. Due to the number of additions made to the job description, the Director has recommended the paygrade for the role move from a grade 11 to a grade 13 to remain competitive.

The Committee confirmed the educational requirements of the job require a Bachelor's Degree, however relevant coursework and previous experience would be considered as adequate qualifications for appointment.

MOTION By Tom Rup  
Seconded by Harry Amadasun

to **recommend** the Town Council accept the proposed revised Job Description and Compensation Plan for the position of Assistant Collector of Revenue, dated May 1, 2023 as provided by the Department of Human Resources per the subcommittee's discussion.

Motion carried 3/0

MOTION By Tom Rup  
Seconded by Harry Amadasun

to **adjourn** (7:20 pm)

Motion carried 3/0

C: Town Council  
Mayor Walsh  
Tyron Harris, Human Resources Director  
Melissa McCaw, Finance Director



## TOWN OF EAST HARTFORD OFFICE OF THE MAYOR

DATE: June 13, 2023  
TO: Richard F. Kehoe, Chair  
FROM: Mayor Michael P. Walsh  
RE: REFERRAL: Personnel and Pensions Subcommittee – Pay Grade Changes

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Please see the attached requests for changes to the pay grade of a variety of municipal positions, submitted by HR Director Tyron Harris. These changes are required to better reflect the updated job responsibilities for each position.

Please place this item on the Town Council agenda for the June 20, 2023 meeting for referral to the Personnel and Pensions Subcommittee.

C: T. Harris, HR Director

MICHAEL P. WALSH  
MAYOR

# TOWN OF EAST HARTFORD

(860) 291-7220

TYRON HARRIS  
DIRECTOR  
OFFICE OF HUMAN  
RESOURCES

740 Main Street  
East Hartford, Connecticut 06108

WWW.EASTHARTFORDCT.GOV

June 5<sup>th</sup> 2023

The Hon. Mayor Mike Walsh  
740 Main Street  
East Hartford, CT 06108

Re: Case Worker I, Case Worker II. Administrative Secretary II - Senior Services and Account Clerk- Tax

Dear Mr. Walsh:

Please see the revised job descriptions for Case Worker I and Case Worker II in the department of Health and Social Services. The majority of revisions are to better define case management responsibilities, and the additional responsibilities related to providing support to the program supervisor by the case worker II.

With the opening of our new senior center, Victoria Diana Liberator, Senior Services Coordinator, Laurence Burnsed, Director of Health and Social Services and I met to discuss the staffing needs at the Senior Center. To date we have 1,975 members. Last month we had 5,701 event sign-ups and 763 unduplicated sign-ins. We also had 192 guests. (Most of these guests are people coming in to do their taxes but some are for our special programs we offer.) Our gym has 487 members with about 70 people using it daily. Therefore, the Senior centers needs to transition from an Administrative Clerk II to an Administrative Secretary II - Senior Services employee. I've attached the Administrative Secretary II - Senior Services job description that is specific to the needs of the Senior Center.

Attached is the Account Clerk- Tax position description with proposed revisions. The Account Clerk- Tax job description has not been updated since 2012, and the role has evolved and adjust from a Grade 4 to Grade 5. Some of the key additions are

- Motor Vehicle (DMV) clearance for delinquent tax payers.
- Responsible for coordinating parking ticket appeals, rebilling and keeping files of all tickets.
- Correction of change reports from Assessors office, mailing adjusted or added bills as well as mailing refund letters for accounts with credits, and researching thoroughly.
- Spanish speaking is desirable being able to help taxpayers in tax department and guide them with brief questions they may have for other departments.
- Assisting with alias warrants, filing copy's every warrant cycle, calculating interest and fees confirming constable payments for clearance with DMV. Correspondence with constables regarding adjusted or removed bills.
- Assisting in thoroughly reading the bridge from the assessor's office and rebilling accounts.

- Assist in routine clerical duties.

Following CSEA/SEIU LOCAL NO. 2001, ARTICLE VIII 8.7, to be considered for a change in pay grade, an employee must show that he/she is: (a) performing duties in a competent manner that are significantly different from the duties of his/her current classification, and (b) the change in his/her duties are so substantial that the position in question is of a different classification than his/her current classification. Therefore, I recommend that this position is referred to Town Council for consideration of a pay grade change.

Tyron V. Harris  
Human Resources Director

*Customer Service. Collaboration. Communication.*

MICHAEL P. WALSH  
MAYOR

# TOWN OF EAST HARTFORD

(860) 291-7220

TYRON HARRIS  
DIRECTOR  
OFFICE OF HUMAN  
RESOURCES

740 Main Street  
East Hartford, Connecticut 06108

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June 6<sup>th</sup> 2023

The Hon. Mayor Mike Walsh  
740 Main Street  
East Hartford, CT 06108

Re: Asst. Bldg. Official Electrical, Asst. Bldg. Official General, Asst. Bldg. Official P & H

Dear Mr. Walsh:

Attached is the Asst. Bldg. Official Electrical, Asst. Bldg. Official General, Asst. Bldg. Official P & H position description with proposed revisions.

The Asst. Bldg. Official Electrical, Asst. Bldg. Official General, Asst. Bldg. Official P & H job description has yet to be updated since 1987, and the role has evolved and adjusted from Grade 11 to Grade 13. Some of the key additions are

- Receives supervision from the Supervisor and Director of Development.
- Graduation from a standard senior high school or GED equivalent, and five (5) years of experience in general construction and related fields, or up to a maximum of two (2) years' experience as an Assistant Building Official or one year as Provisional Building Official may be substituted for experience in the construction, design or supervision of construction of buildings.
- Investigates complaints of building code violations and takes corrective action.
- Provides technical consultation to town departments and commissions as needed.

Following CSEA/SEIU LOCAL NO. 2001, ARTICLE VIII 8.7, to be considered for a change in pay grade, an employee must show that he/she is: (a) performing duties in a competent manner that are significantly different from the duties of his/her current classification, and (b) the change in his/her duties are so substantial that the position in question is of a different classification than his/her current classification. Therefore, I recommend that this position is referred to Town Council for consideration of a pay grade change.

Tyron V. Harris  
Human Resources Director

*Customer Service. Collaboration. Communication.*

**TOWN OF EAST HARTFORD**

**TITLE:** Caseworker I

**GRADE:** 7

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**DEPARTMENT:** Health and Social Services  
~~2008 October 6<sup>th</sup> 2022~~ November 2, 2022

**DATE:** May 6<sup>th</sup>

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**GENERAL DESCRIPTION**

The Town of East Hartford, Department of Health & Social Services is responsible for promoting the well-being, self-sufficiency, and quality of life of residents by administering a variety of human services programs, including tax rebate programs, housing, energy assistance programs, food distribution, emergency relocation services pursuant to the Uniform Relocation Assistance Act, and other community support systems. The person in this position serves as a case worker for the Social Services Division. The person in this position provides casework, community outreach, emergency assistance and referral services to individuals and families.

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The goals and objectives of case management will vary greatly depending on the problems the Health Department attempts to resolve. A case could be a specific problem, incident, response, transaction, or complex issue.

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**SUPERVISION RECEIVED**

Works under the general direction of the department director and the direct supervision of the Program Supervisor, Social Services.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provides counseling assistance to families and individuals in relation to a variety of social services programs and needs.
- Provides community outreach and represents the division at community events.
- ~~Serves as the back-up coordinator for municipal food pantry sites and mobile foodshare distribution operations as needed in the absence of the Food Bank Coordinator. Serves as Site Coordinator for Mobile Foodshare distributions.~~
- Assists the ~~division~~ department in the planning/delivery of "Special Programs." that address community needs (i.e., food insecurity, unstable housing, clothing, school supplies, etc.); including but not limited to annual back-to-school shoes, winter coats for kids, holiday meals for residents, and holiday toys for children.
- ~~Interviews applicants to determine eligibility for various benefits programs. Performs case management responsibilities to determine eligibility for various local, state, federal, and privately funded assistance programs. Assessment and application assistance may include, but is not limited to, housing, shelter access, food, medical benefits, referral to behavioral health services, local and state tax programs, fuel bank and energy assistance, and employment.~~
- Research and identify services which will assist in meeting client's needs. Contacts clients' relatives and appropriate agencies for information to pursue solutions to challenges such as substance abuse, unemployment, lack of housing, food insecurity, and medical needs.
- Refers clients to appropriate resources; assists clients by identifying appropriate points of contact, program eligibility, and navigating application processes.
- Conducts home visits, ~~schedule meetings at satellite office sites, or meet with clients at other public settings~~ as required.
- Maintain case records and statistics. Prepares regular reports as required by the department.



— Responds to crisis situations; public health and welfare emergencies; assesses needs; and provides appropriate emergency assistance at all hours.

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• — Responds to police and fire department calls for Town emergencies and Collaborates with Red Cross and other emergency management agencies to meet needs in times of emergency.

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• Receives referrals from Town crisis response staff and provides case management to address client needs.

• Serves as liaison to various social service and community agencies and attends scheduled meetings.

• Participates in job related trainings, drills and educational workshops.

• Provide intensive case management, care coordination, and support and interventions.

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• Coordinate and case manage the day-to-day needs and overall service delivery of consumers in the community as assigned by the Clinical Supervisor or Program Director.

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• Provide intensive supportive casework for assigned caseload, including advocacy and assistance with access to entitlements to social, medical, psychiatric, and community services.

• May oversee operations of municipal food pantry sites and mobile food distribution operations in the absence of a Foodbank Coordinator.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of social casework and community outreach methods.
- Working knowledge of available town, state, federal and private resources.
- Ability to interview and establish rapport with clients.
- Ability to read, interpret, and apply program rules/regulations as they apply to clients and recommend courses of action.
- Ability to match the variety of resources available to the complex needs of clients.
- Ability in written and oral expression.
- Ability to keep accurate case records.
- Ability to deal effectively with co-workers, clients, other agencies, and the general public.

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• Ability to learn and utilize local and state case management software programs.

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• Ability to remain calm under adverse situations.

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## **QUALIFICATIONS**

A bachelor's degree from a recognized college or university in social work, psychology, sociology or related field, and one year of ~~full-time~~ full-time social work experience. ~~Bilingual desirable.~~ Relevant experience in social work or related fields may be substituted for the educational requirement, or an equivalent combination of education and experience.

## **SPECIAL-ADDITIONAL REQUIREMENTS**

- Must have a valid Connecticut Motor Vehicle Operator's license.
- Bilingual/Bicultural. Spanish/English skills helpful, but not required.
- An acceptable general background check to include a local and state criminal history and sex offender registry check. Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

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- In the event of a declared emergency in the town of East Hartford, individuals in this position are required to work shelter duty if local disaster conditions require shelter activation for residents.
- Experience assisting traditionally underserved populations with a developed understanding of issues of diversity essential.
- Crisis intervention and counseling skills.
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## **TOOLS AND EQUIPMENT USED**

Motor vehicle, computer, calculator, telephone, fax and copying machines.

## **PHYSICAL AND MENTAL DEMANDS**

~~The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.~~

~~While performing the duties of this job, the employee is frequently required to sit, talk, listen, walk, use hands and fingers to operate office equipment and reach with hands and arms. The employee may have to lift or move 50 pounds. May have to work outdoors under adverse weather conditions. Specific vision abilities required for this job include close vision and the ability to adjust focus. Must be able to read and interpret regulations and guidelines, write reports and correspondence and effectively present information in one on one and group settings.~~

*The following physical and mental standards are identified as necessary to perform the essential duties and responsibilities. However, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.*

- Mobility: frequent sitting for long periods; occasional kneeling, crouching, pushing, pulling, walking, and standing; occasional reaching above and below desk level.
- Dexterity: frequent fine manipulation sufficient to operate a computer keyboard; frequent grasping to handle individual papers, write and take notes, and feel individual objects.
- Lifting: frequent lifting of papers, files, and material weighing up to 10 pounds; occasional lifting and carrying of equipment and other items up to 25 pounds.
- Visual Requirements: frequent use of vision sufficient to read files, documents, and computer screens and do close-up work.
- Hearing/Talking: frequent hearing and talking, in person and on the telephone.
- Emotional/Psychological Factors: frequent contact with others, including extensive public contact; frequent deadlines and time-limited assignments.

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## **WORK ENVIRONMENT**

~~The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.~~

- Work is primarily performed in an office setting, subject to continuous interruptions and background noise.
- While performing the duties of the job, the employee occasionally works in outside weather conditions while conducting home visits or resident outreach.
- Occasional after-hours work may be required for outreach and education events.

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## **GENERAL GUIDELINES**

The duties listed above are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**EEO/AA Statement**

In the Town of East Hartford, we don't just accept difference — we celebrate it, support it, and thrive on it for the benefit of our employees, residents, and community partners. The Town of East Hartford is proud to be an equal-opportunity workplace.

## TOWN OF EAST HARTFORD

**TITLE:** Caseworker II

**GRADE:** 9

Field Code Changed

**DEPARTMENT:** Health and Social Services

**DATE:** 4/11/2023

4/11/2023

6/07/2005124/82/2022

### GENERAL DESCRIPTION

The Town of East Hartford, Department of Health & Social Services is responsible for promoting the well-being, self-sufficiency, and quality of life of residents by administering a variety of human services programs, including tax rebate programs, housing, energy assistance programs, food distribution, emergency relocation services pursuant to the Uniform Relocation Assistance Act, and other community support systems. The person in this position serves as a case worker for the Social Services Division. This is a responsible professional position involving counseling and casework service to individuals and families, as well as community outreach, emergency assistance, advocacy and referral services. The goals and objectives of case management will vary greatly depending on the problems the Department attempts to resolve. A case could be a specific problem, incident, response, transaction, or complex issue.

### SUPERVISION RECEIVED

Works under the general direction of the department director and the direct supervision of the Program Supervisor, Social Services.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides counseling assistance to families and individuals in relation to a variety of programs and needs.
- Conducts home visits, schedule meetings at satellite office sites, or meet with clients at other public settings as required.
- Performs case management responsibilities to determine eligibility for various local, state, federal, and privately funded assistance programs. Assessment and application assistance may include but is not limited to, housing, shelter access, food, medical benefits, referral to behavioral health services, local and state tax programs, fuel bank and energy assistance, and employment.
- Assists the department in the planning/delivery of "Special Programs" that address community needs (i.e., food insecurity, unstable housing, clothing, school supplies, etc.).
- Research and identify services which will assist in meeting client's needs. Contacts clients' relatives and appropriate agencies for information to pursue solutions to challenges such as substance abuse, unemployment, lack of housing, food insecurity, and medical needs.
- Refers clients to appropriate resources; assists clients by identifying appropriate points of contact, program eligibility, and navigating application processes.
- Receives referrals from Town crisis response staff to assess and provides case management to address client needs.
- May oversee operations of municipal food pantry sites and mobile food distribution operations in the absence of a Foodbank Coordinator.
- Maintain case records and statistics. Prepares regular reports as required by the department.
- Respond to crisis situations; public health and welfare emergencies; assesses needs, and gives appropriate emergency assistance at all hours. Responds to Police and Fire Department calls for Town emergencies and collaborates with Red Cross and Emergency Management Agencies to meet needs in times of emergency.
- Assists the Supervisor to provide guidance, training and direction to social services staff with regard to difficult or complex issues and questions.

- Coordinates and monitors assignments related to program operations and case management activities of caseworkers (caseworker I), outreach workers, part-time contracted staff and student interns, as assigned by supervisor.
- Interprets and clarifies policy and through meetings and conferences with caseworkers and other division staff, assures that clients are appropriately served.
- Assists the Supervisor with the administration and staffing of departmental outreach and satellite programs.
- Manages the Social Services Division in the absence of the Supervisor.
- Assists in drafting the department's budget and control expenditures within fund allocations.
- Serves as liaison to various community agencies and attends scheduled meetings.
- ~~Oversees and monitors the work of Social Service Caseworkers (Caseworker I), outreach workers, part-time contracted workers and student interns.~~
- ~~Coordinates and monitors assignments related to program operations and case management activities of caseworkers (caseworker I), outreach workers, part-time contracted staff and student interns. Schedules, assigns, and assists the supervisor in the evaluation of Social Service Caseworkers. Assures safe work practices.~~
- ~~Interprets and clarifies policy and through meetings and conferences with caseworkers and other division staff, assures that clients are appropriately served.~~
- ~~Assists the Supervisor with the administration and staffing of departmental outreach and satellite programs.~~
- ~~Provides guidance and support to the staff regarding issues such as burnout, internal conflicts, and office safety.~~
- ~~Manages the Social Services Office Division in the absence of the Supervisor.~~
- ~~Assists the Supervisor with the administration and staffing of departmental outreach and satellite programs.~~
- ~~Assists in drafting the department's budget and control expenditures within fund allocations.~~
- ~~Provides guidance, training and direction to social services staff with regard to difficult or complex issues and questions.~~
- ~~Provides counseling assistance to families and individuals in relation to a variety of programs and needs. Makes home visits to clients as may be required.~~
- ~~Conducts home visits, schedule meetings at satellite office sites, or meet with clients at other public settings as required.~~
- ~~Performs case management responsibilities to determine eligibility for various local, state, federal, and privately funded assistance programs. Assessment and application assistance may include but is not limited to, housing, shelter access, food, medical benefits, referral to behavioral health services, local and state tax programs, fuel bank and energy assistance, and employment.~~
- ~~Assists the department in the planning/delivery of "Special Programs" that address community needs (i.e., food insecurity, unstable housing, clothing, school supplies, etc.).~~
- ~~Research and identify services which will assist in meeting client's needs. Contacts clients' relatives and appropriate agencies for information to pursue solutions to challenges such as substance abuse, unemployment, lack of housing, food insecurity, and medical needs.~~
- ~~Refers clients to appropriate resources; assists clients by identifying appropriate points of contact, program eligibility, and navigating application processes.~~
- ~~Receives referrals from Town crisis response staff to assess and provides case management to address client needs.~~
- ~~May oversee operations of municipal food pantry sites and mobile food distribution operations in the absence of a Foodbank Coordinator.~~
- ~~Maintain case records and statistics. Prepares regular reports as required by the department.~~
- ~~Interviews applicants for housing, food, medical benefits, fuel and employment. Determines initial and ongoing eligibility for assistance.~~
- ~~Schedules, assigns, and assists the supervisor in the evaluation of Social Service Caseworkers. Assures safe work practices. Completes employee time records.~~

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- ~~Interprets and clarifies policy and through meetings and conferences with caseworkers, assures that clients are appropriately served.~~
- ~~Provided guidance and support to the staff regarding issues such as burnout, internal conflicts, and office safety.~~
- ~~Responds to crisis situations; public health and welfare emergencies; assesses needs, and gives appropriate emergency assistance at all hours. Responds to Police and Fire Department calls for Town emergencies and collaborates with Red Cross and Emergency Management Agencies to meet needs in times of emergency.~~
- ~~Provides guidance, training and direction to social services caseworkers with regard to difficult or complex issues and questions.~~
- ~~Contacts client's relatives and other agencies for information and to pursue solutions to problems such as alcoholism, unemployment, lack of housing, medical needs and family related problems.~~
- ~~Determines eligibility for various municipal and privately funded programs such as fuel assistance, homemaker subsidy and child day care.~~
- ~~Maintains contact with community groups, agencies and officials, acting as an advocate for clients and their needs. Assists other Town departments with relocation services for residents of Town-purchased properties.~~
- ~~Assists in drafting the department's budget and control expenditures within fund allocations.~~
- ~~Conducts Homeowner's Tax Relief Program for elderly and disabled residents and assists in the administration of the Renter's Rebate and other programs.~~
- ~~Manages the Social Services Office in the absence of the Supervisor.~~
- ~~Serves as liaison to various community agencies and attends scheduled meetings.~~
- ~~Participates in job related educational workshops~~
- ~~Assists the Supervisor with the administration and staffing of departmental outreach and satellite programs.~~
- ~~Thorough knowledge of social work principles and practices~~
- ~~Considerable knowledge of psycho-social dynamics of individuals and families.~~

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### **KNOWLEDGE, SKILLS AND ABILITIES**

- Thorough knowledge of social work principles and practices
- Considerable knowledge of psycho-social dynamics of individuals and families.
- Considerable skill in case management and case coordination
- Considerable interviewing and counseling skills
- Considerable ability to communicate orally and in writing and to coordinate technical and specialized operational and administrative activities
- Thorough ability to administer policies and procedures including scheduling, day-to-day problem solving, and report writing
- Considerable ability to handle stressful situations
- Considerable ability to establish and maintain effective working relationships with co-workers, clients, other agency staff and officials and the general public
- Ability to learn and utilize local and state case management software programs

### **QUALIFICATIONS**

A master's degree from a recognized college or university in social work, psychology, sociology or a related field, plus four years of progressively responsible experience in professional social services work; or, an equivalent combination of training and experience.

### **SPECIAL-ADDITIONAL REQUIREMENTS**

- Must have a valid Connecticut Driver's license.

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- Bilingual/Bicultural, Spanish/English skills helpful, but not required.
- An acceptable general background check to include a local and state criminal history and sex offender registry check. Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.
- In the event of a declared emergency in the town of East Hartford, individuals in this position are required to work shelter duty if local disaster conditions require shelter activation for residents.
- Experience assisting traditionally underserved populations with a developed understanding of issues of diversity essential.
- Crisis intervention and counseling skills.
- Working knowledge of trauma-informed work, adverse childhood experienced, and motivational interviewing.
- Working knowledge of treatment and prevention of substance misuse, suicide prevention, and crisis response.

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### **TOOLS AND EQUIPMENT USED**

Motor vehicle, computer, calculator, telephone, fax and copying machines.

### **PHYSICAL AND MENTAL DEMANDS**

~~The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.~~

~~While performing the duties of this job, the employee is frequently required to sit, talk and listen. Occasionally the employee is required to walk, use hands and fingers to operate office equipment and reach with hands and arms. The employee may occasionally lift or move 50 pounds. Specific vision abilities required for this job include close vision and the ability to adjust focus. Must be able to read and interpret professional journals and government regulations, write standard reports and correspondence and effectively present information in one on one and small group situations. The position requires the ability to solve practical problems involving several concrete variables.~~

~~*The following physical and mental standards are identified as necessary to perform the essential duties and responsibilities. However, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.*~~

- Mobility: frequent sitting for long periods; occasional kneeling, crouching, pushing, pulling, walking, and standing; occasional reaching above and below desk level.
- Dexterity: frequent fine manipulation sufficient to operate a computer keyboard; frequent grasping to handle individual papers, write and take notes, and feel individual objects.
- Lifting: frequent lifting of papers, files, and material weighing up to 10 pounds; occasional lifting and carrying of equipment and other items up to 25 pounds.
- Visual Requirements: frequent use of vision sufficient to read files, documents, and computer screens and do close-up work.
- Hearing/Talking: frequent hearing and talking, in person and on the telephone.
- Emotional/Psychological Factors: frequent contact with others, including extensive public contact; frequent deadlines and time-limited assignments.

### **WORK ENVIRONMENT**

~~The work environment characteristics describe here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.~~

- Work is primarily performed in an office setting, subject to continuous interruptions and background noise.

- While performing the duties of the job, the employee occasionally works in outside weather conditions while conducting home visits or resident outreach.
- Occasional after-hours work may be required for outreach and education events.

### **GENERAL GUIDELINES**

The duties listed above are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

### **EEO/AA Statement**

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## TOWN OF EAST HARTFORD

**TITLE:** Accounts Clerk

**GRADE:** 4-5

**DEPARTMENT:** Tax

**DATE:** ~~10/16/12~~ 4-12-23

### GENERAL DESCRIPTION

This is responsible counter and telephone public service work involving the collection of municipal revenues.

Work involves responsibility for effectively and courteously dealing with the taxpaying public. Duties include receiving and processing revenue payments and responding to taxpayer inquiries. This position also has the responsibility for making basic revenue collection clerical decisions. The work requires that the employee have general familiarity with tax collection procedures and good knowledge, skill and ability with data entry, basic mathematics and dealing with the public.

### SUPERVISION RECEIVED

Works under the general supervision of the Collector of Revenue and Assistant Collector of Revenue.

### SUPERVISION EXERCISED

None.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Renders service and assistance to parties at the payment counter of the Tax Department.
- Receives payments for taxes and for parking tickets.
- Processes cash, credit card and check payments. Makes necessary change and receipts tax bills.
- Balances cash drawer and makes daily deposit of revenues.
- Responds to questions regarding tax payments, mill rates, interest charges and Town parking ordinances.
- Answers telephone, directs callers, takes messages or answers routine procedural questions.
- Responsible for processing large cash and check payments.
- Motor Vehicle (DMV) clearance for delinquent tax payers.
- Responsible for coordinating parking ticket appeals, rebilling and keeping files of all tickets.
- Plans and organizes work according to established or standard office procedures.
- Receives, records and verifies revenues.
- Assists in balancing monies collected on a daily basis.
- Performs mathematical computations, requiring absolute accuracy in examining, verifying and correcting taxes, and interest amounts.
- Assists in the preparation and processing of delinquent tax lists, tax and other lien notices.
- Provides continuing assistance to other clerical staff.
- Sets up and maintains office files and records as needed.
- Maintains files documenting adjustments, corrections for audit trail.
- Provides information and assistance to attorneys, title searchers, and banking officials.
- Correction of change reports from Assessors office, mailing adjusted or added bills as well as mailing refund letters for accounts with credits, and researching thoroughly.

- Updates QDS by messaging and flagging accounts.
- Assisting with alias warrants, filing copy's every warrant cycle, calculating interest and fees confirming constable payments for clearance with DMV. Correspondence with constables regarding adjusted or removed bills.
- Assisting in thoroughly reading the bridge from the assessor's office and rebilling accounts.
- Assist in routine clerical duties.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Good knowledge of general office procedures, including the use of personal computer and software.
- Good knowledge of tax collection procedures.
- Good knowledge of the operations of standard office machines, including a word processor, typewriter and calculator.
- Good knowledge of business English.
- Good skill in word processing skills.
- Good ability in oral and written communications.
- Good ability to follow oral and written instructions.
- Good ability to perform administrative procedures.
- Good ability to learn the operations of the assigned department.
- Very good ability to establish and maintain effective working relationships with supervisors, coworkers and tax and revenue paying public.
- Spanish speaking is desirable being able to help taxpayers in tax department and guide them with brief questions they may have for other departments.

## **QUALIFICATIONS**

A high school diploma or the equivalent, supplemented by business courses, plus one to two years of progressively responsible clerical experience including public contact, or an equivalent combination of education and experience which provides a demonstrated ability to perform the duties of the position.

## **SPECIAL REQUIREMENTS**

None.

## **TOOLS AND EQUIPMENT USED**

Computer, calculator, typewriter, fax equipment, copy machine, telephone, and credit card machine.

## **PHYSICAL AND MENTAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is frequently required to sit, talk and listen. Occasionally the employee is required to walk, use hands and fingers to operate office equipment and reach with hands and arms. The employee must occasionally lift or move up to 10 pounds. Specific vision abilities required for this job include close vision and the ability to adjust focus. Must be able to read and comprehend standard instructions, write straightforward correspondence and effectively present information in one-on-one

situations. The position requires the ability to apply common sense understanding in carrying out instructions and deal with standardized situations involving occasional or no variables.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee will occasionally deal with clients who are mentally disturbed, substance abusers, hostile, terminally ill, or socially deviant. The noise level in the work environment is moderately quiet.

## **GENERAL GUIDELINES**

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

## **EEO/AA Statement**

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## TOWN OF EAST HARTFORD

**TITLE:** Assistant Building Official (Electrical)

**Grade:** 1113

Field Code Changed

**Department:** Inspections and Permits  
7/01/1987/1/20223

**Date:**

### **POSITION DEFINITION:**

Performs inspection, review, and enforcement duties in assisting in the administration and enforcement of the State Building Code, National Electrical Code, and related regulations. Provides lead supervision in the inspection, review, and acceptance of new electrical systems and equipment and inspects electrical systems or equipment damaged by fire or natural causes to determine safe operating ~~condition~~conditions. Performs general building inspections as needed.

### **GENERAL DUTIES:**

- Reviews oral or written assignments from the supervisor.
- Plans and organizes work according to unit and standard procedure.
- Allocates work to secretaries and clerks.
- Primary inspection assignment is within respective construction discipline, performs related inspections, i.e., general, heating and plumbing, etc., as needed.
- Receives building and system plans.
- Analyzes and evaluates plans, including location, design, materials, construction methods, and health and safety measures.
- Coordinates review with other town departments.
- Recommends issuance of building permits.
- Performs field inspections of construction work ~~in process~~ to assure conformity with code and regulations.
- Enforces building and electrical ~~code~~codes.
- Assists with zoning regulations.
- Recommends issuance of certificates of occupancy.
- Confers with, and interprets code provisions and application procedures to architects, engineers, contractors, and members of the public.
- Assists the public in modifying plans or in taking corrective action to comply with code and/or regulations.
- Provides technical consultation to town departments in specific building construction areas, including electrical systems and equipment, to ~~assure~~ensure public health and safety.
- Assists the Director in the inspection and review of major construction projects.
- Prepares ~~supporting to support~~ statistical and narrative reports for the supervisor.
- Reports work accomplished to supervisor.
- Assists subordinates in performing duties; adjusts errors and complaints;

- Assists in the preparation of and/or prepares a variety of studies, reports and related information for decision making purposes;

#### **ADDITIONAL DUTIES:**

- Organizes and maintains files on inspection and review work.
- Investigates complaints of building code violations and takes corrective action.
- Provides technical consultation to town departments and commissions as needed.

#### **SUPERVISED BY:**

~~Receives general supervision from Director of Inspections and Permits.~~  
Receives supervision from the Supervisor and Director of Development.

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#### **QUALIFICATIONS PROFILE:**

- The skills and knowledge required would generally be acquired with graduation from a Vocational Technical School or completion of an apprenticeship training program in electrical skill and five years experience in a construction trade.
- Ability to interpret engineering and architectural drawings and specifications.
- A strong working knowledge of the building and electrical codes and related building and zoning ordinances, regulations and procedures.
- Ability to explain code regulatory information to members of the public.
- Physical ability to inspect construction work in progress.
- Some ability to prepare and present written reports.
- Ability to work in poor weather conditions, including heat, cold, rain, or snow.
  - Ability to develop and maintain records, reports and logs;
  - Ability to establish and maintain effective and courteous working relationships with State and Federal Officials, Town officials, public officials, other departments and agencies. Effective communication includes both verbal and written; also must have the ability to maintain confidentiality.
  - Ability to enforce regulations firmly, tactfully, and impartially;
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#### **LICENSE OR CERTIFICATE:**

- Licensed as an E-1 Unlimited Contractor, or and E-2 Unlimited Journeyman for two years.
- Certified as an Assistant Building Official, Section 19-391 of the Connecticut General Statutes.
- Connecticut Motor Vehicle Operator's License.

- Graduation from a standard senior high school or GED equivalent, and five (5) years of experience in general construction and related fields, or up to a maximum of two (2) years' experience as an Assistant Building Official or one year as Provisional Building Official may be substituted for experience in the construction, design or supervision of construction of buildings.



- EEO/AA Statement

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**NOTE: The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task or responsibility.**

## TOWN OF EAST HARTFORD

**TITLE:** Assistant Building Official

**Grade:** 4413

Field Code Changed

**Department:** Inspections and Permits

**Date:** 7/01/1987/1/2023

### **POSITION DEFINITION:**

~~Performs inspections, reviews, and enforcement duties in assisting in the administration and enforcement of the State Building Code and related regulations. Performs inspections in other trade disciplines as needed.~~

Under the general direction of the Building Official or designee, performs technical work involving the examination of construction documents, inspection of building construction, including the on-site inspection of heating, plumbing and electrical installations, alterations and repairs to ensure compliance with the State Building Code and other related regulations. Duties include both field and office work related to the enforcement of electrical, building and plumbing and heating codes and must be able to efficiently utilize standard office technology including desktops, portable computers and automated software. The work requires a special knowledge of general and flood resistant building construction practices, methods, materials and knowledge of plumbing, heating and air conditioning and knowledge of electrical installations for code compliance. The work is subject to general supervision and is normally carried on with considerable independence and initiative, subject to review by a superior through the analysis of prepared plan review reports and/or inspection reports.

### **GENERAL DUTIES:**

- Receives oral or written assignments from supervisor.
- Plans and organizes work according to unit or standard procedure.
- Prepares schedule for regular inspections of subdivisions and development sites.
- Primary inspection assignment is within respective construction discipline.
- Allocates work to clerks and secretaries.
- Performs preliminary and on-going construction inspections of subdivision, multi-family and commercial development applications.
- Receives building plans.
- Analyzes and evaluates building plans, including location, design, materials, construction methods, health and safety measures.
- Coordinates review with other town departments.
- Recommends issuance of building permits.
- Performs field inspections of construction work in process to assure conformity with code and regulations.
- Enforces building code.
- Oversees safety and erosion control requirements on construction projects.
- Recommends issuance of certificates of occupancy.
- Confers with and interprets code provision and application procedures to architects, engineers, contractors, and members of the public.
- Assists public in modifying building plans or in taking corrective action to comply with code and/or regulations.

- Provides technical consultation to town departments in specific building construction areas, including electrical, plumbing, heating, and carpentry to assure public health and safety.
- Assists supervisor in inspection and review of major construction projects.
- Prepares supporting statistical and narrative reports for supervisor.
- Reports work accomplished to supervisor.

#### **ADDITIONAL DUTIES:**

- ~~Organizes and maintains files on inspection and review work.~~
  - Maintains documentation on the system on reviews and inspections.
- Investigates complaints of building code or zoning violations and takes corrective action.
- Provides technical consultation to town departments and commissions as needed.

#### **SUPERVISED BY:**

Receives general supervision from the Supervisor and the Director of Development.  
~~Receives general supervision from Director of Inspections and Permits.~~

#### **QUALIFICATIONS PROFILE:**

- The skills and knowledge required would generally be acquired with graduation from a Vocational Technical School or completion of an apprenticeship training program in a construction skill, and five years experience in a construction trade.
- Ability to interpret engineering and architectural drawings and specifications.
- A strong working knowledge of the building code and related building and zoning ordinances, regulations and procedures.
- Ability to explain code and regulatory information to members of the public.
- Physical ability to inspect construction work in progress.
- Some ability to prepare and present written reports.
- Ability to work in poor weather conditions, including heat, cold, rain, or snow.
  - Ability to develop and maintain records, reports and logs;
  - Ability to establish and maintain effective and courteous working relationships with State and Federal Officials, Town officials, public officials, other departments and agencies. Effective communication includes both verbal and written; also must have the ability to maintain confidentiality.
  - Ability to enforce regulations firmly, tactfully, and impartially;



**LICENSE OR CERTIFICATE:**

- Certification as an Assistant Building Official, Section 19-391 of the Connecticut General Statutes.
- Connecticut Motor Vehicle Operator's License.
- Graduation from a standard senior high school or GED equivalent, and five (5) years of experience in general construction and related fields, or up to a maximum of two (2) years' experience as an Assistant Building Official or one year as Provisional Building Official may be substituted for experience in the construction, design or supervision of construction of buildings.
- The Assistant Building Official shall be certified as required by CGS 29-262 and shall stay current with statutorily required continuing education to maintain license.

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## TOWN OF EAST HARTFORD

**TITLE:** ~~Assistant Building Official (Plumbing and Heating Assistant Building Official – Plumbing & Mechanical )~~ **Grade:** ~~1113~~

Field Code Changed

**Department:** Inspections and Permits  
~~8/3/107/1/2023~~

Date:

### POSITION DEFINITION

Performs inspection, review, and enforcement duties in assisting in the administration and enforcement of the State of Connecticut Building Codes and related regulations. Provides lead supervision in ~~the inspection, review and acceptance of inspecting, reviewing, and accepting~~ plumbing, heating, air conditioning, ventilation, fire protection, and ancillary installations.

### GENERAL DUTIES:

- Receives oral or written assignments from supervisor.
- Plans and organizes work according to unit and standard procedures.
- Allocates work to secretaries and clerks.
- Primary inspection assignment is within ~~the~~ respective construction discipline.
- Receives and reviews permit applications and plans.
- Analyzes and evaluates plans, including location, design, materials, and construction methods.
- Coordinates review with other town departments.
- Approves the issuance of permits.
- Performs field inspections of construction work in process to ~~assure-ensure~~ ~~the~~ conformity with the code and regulations.
- Maintain department records as required by the State of Connecticut Building Codes.
- Enforces the State of Connecticut Building Codes.
- Recommends issuance of certificates of occupancy.
- Confers with, and interprets code provisions and application procedures to architects, engineers, contractors, and members of the public.
- Assists ~~the~~ public ~~to-complyin~~ ~~complying~~ with ~~the~~ State of Connecticut Building Code and/or regulations.
- Assists Supervisor in ~~the~~ inspection and review of major construction projects.
- Prepares ~~supporting-to support~~ statistical and narrative reports for supervisor.
- Reports work accomplished to supervisor.
- ~~Assists subordinates in performing duties; adjusts errors and complaints;~~

- Assists in the preparation of and/or prepares a variety of studies, reports and related information for decision making purposes;
- Assists in the administration of the permitting function, including application, fee assessment and collection, permit issuance inspection and occupancy;
- Review current trends and developments in the field of construction, and suggests revisions to codes, ordinances and local regulations;
- Reviews proposed subdivision for code compliance;
- 

- 1 -

**TITLE: ASSISTANT BUILDING OFFICIAL-PLUMBING AND HEATING**

**ADDITIONAL DUTIES:**

**MECHANICAL ADDITIONAL DUTIES:**

- Maintains documentation on the system on reviews and inspections.
- Investigates complaints of building code violations and takes corrective action.
- Provides technical consultation to town departments and commissions as needed.
- ~~Organizes and maintains files on inspection and review work.~~
- ~~Investigates complaints of building code violations and takes corrective action.~~
- ~~Provides technical consultation to town departments and commissions as needed.~~

**SUPERVISED BY:**

~~Receives general supervision from Director of Inspections and Permits.~~

Receives supervision from the Supervisor and Director of Development.

**QUALIFICATIONS PROFILE:**

- Ability to interpret engineering and architectural drawings and specifications.
- A strong working knowledge of the State of Connecticut Building Codes and related regulations and procedures.
- Ability to explain code and regulatory information to members of the public.
- Physical ability to inspect construction work in progress.
- Some ability to prepare and present written reports.
- Ability to work in poor weather conditions, including heat, cold, rain, or snow.
  - Ability to develop and maintain records, reports and logs;

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- Ability to establish and maintain effective and courteous working relationships with State and Federal Officials, Town officials, public officials, other departments and agencies. Effective communication includes both verbal and written; also must have the ability to maintain confidentiality.
- Ability to enforce regulations firmly, tactfully, and impartially;

**LICENSE OR CERTIFICATE:**

- Certified ~~as an~~ Assistant Building Official, Section 29-261 of the Connecticut General Statutes.
- Connecticut Motor Vehicle Operator's License.
- P-2 and P1 (licensed for at least 2 years minimum).
- Must possess and retain a valid CT Motor Vehicle Operator's License
- Graduation from a standard senior high school or GED equivalent, and five (5) years of experience in general construction and related fields, or up to a maximum of two (2) years' experience as an Assistant Building Official or one year as Provisional Building Official may be substituted for experience in the construction, design or supervision of construction of buildings.

**TOOLS AND EQUIPMENT USED**

Motor ~~vehicle~~vehicles, tape measure, level, ~~ruler~~rulers, ~~computer~~computers, ~~calculator~~calculators, testing devices of the building trade, and safety equipment such as hard hat and safety glasses.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described are representative of those that must be met by an employee to perform the essential functions of this job successfully~~to successfully perform the essential functions of this job.~~ Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**TITLE: ASSISTANT BUILDING OFFICIAL-PLUMBING AND HEATING**

Work is performed both in an office setting and outdoors. Fieldwork is required in the inspection of construction sites. Hand-eye coordination is necessary to operate various pieces of office equipment. While performing the duties of this job, the employee is occasionally required to stand, walk, use hands to finger, handle, feel, or operate objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to sit, climb, or balance, stoop, kneel, crouch, crawl, talk, or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required for this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. ~~Employee~~ Employees must be able to read and interpret documents such as building codes and to write routine reports and correspondence. This position requires the ability to solve practical problems and deal with a variety of concrete variables.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those ~~an employee encounters~~ an employee encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works in outside weather conditions. The employee occasionally works near moving mechanical parts and construction equipment ~~and~~ in high, precarious places and is occasionally exposed to odorous, wet and/or humid conditions, or risk of electrical shock. The noise level in the work environment is usually quiet in the office, and moderate to loud in the field.

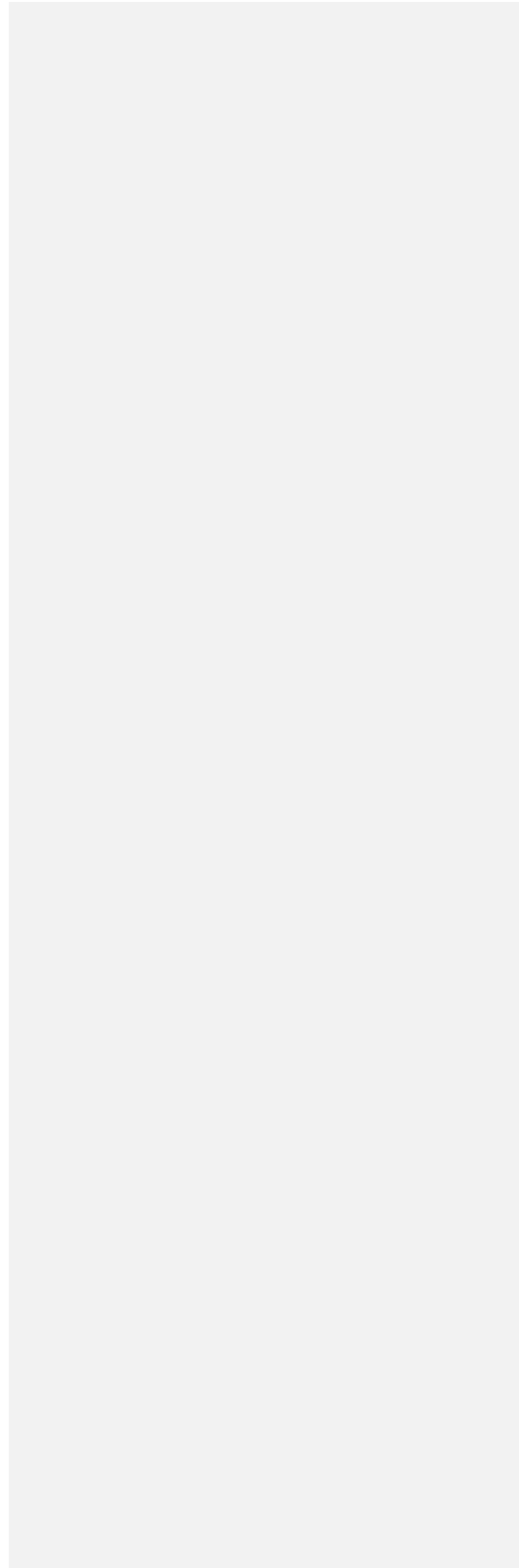
### **GENERAL GUIDELINES**

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

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## TOWN OF EAST HARTFORD

**TITLE:** Administrative Clerk II ~~Secretary II Senior Services~~  
**GRADE:** ~~3~~ 5

**DEPARTMENT:** ~~As Assigned~~ Department of Health & Human Services,  
Senior Services ~~at the Senior Center~~  
**DATE:** ~~07/01/87~~  
04/18/2023

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### POSITION DEFINITION:

Under supervision of Senior Services Coordinator and Program Supervisor, P performs general clerical work of some complexity and variety; and specialized clerical administrative work in assigned department. Enters and retrieves information ~~from~~ the public requiring knowledge of department programs and procedures. ~~Engages with residents regarding department programs, including registration as a senior center member, enrollment in available programs, and referral of residents to other senior services staff or departments to address resident needs.~~

### Essential job Functions:

- ~~Primary Responsibility is to assist with the day-to-day operation of the Senior Center.~~
- ~~The person in this position is responsible for Daily Opening and closing of the Senior Center building on a daily basis.~~
- ~~Job functions and assignments are primarily performed at the Senior Center; however, assignments may involve working at other sites within Town for senior services program activities.~~

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### GENERAL DUTIES:

- Receives oral and written instructions from supervisor. ~~Also, may act independently to initiate or complete certain tasks.~~
- Plans and organizes work according to established office or standard procedure.
- ~~Allocates work to clerks of lower grade. Trains and supports clerical and part-time support staff allocating work as needed.~~
- Classifies and files materials such as correspondence, reports, or technical documents in an established filing system.
- Enters and retrieves information through a computer terminal.
- Prepares file information for review by a supervisor or public.
- Performs copying, faxing and mail duties (incoming and outgoing).
- Organizes and types materials for publication such as program brochures, activity schedules, special flyers, and tickets for events.
- ~~Utilizes Town-supported software programs to develop or update Using Canva, uploads advertisements for upcoming senior services events and other~~

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communications to inform residents of program activities. keeping the information up to date.

- Provides information and referral services to public regarding department, unit or town programs and procedures.
- Observes strict confidentiality in maintaining restricted files and records.
- Transmits requested files, materials or related information to appropriate receiving agents.
- Answers telephone and greets visitor, refers them to appropriate person or office. Answers questions, gives out information to members of the public about department or Town services, cultural, social or recreational programs
- Respond to voice messages and emails in a timely fashion.
- ~~Receives and records fees.~~
- Signs up new members and updates existing members' information
- Assists members in registration for program activities, maintains program registers.
- Receives and processes money payments
- ~~Interacts with instructors and provide them with needed supplies, including -ie- Activity sheets, headset, etc.~~
- Prints off daily activity sheets checking who signed up for classes, who showed up for classes and who paid for classes.
- Selling ADA tickets and inputting them into the ADA system.
- Arranging for Senior Center Bus transportation.
- Maintains limited financial records for a department or a unit.
- Types letters, cards, reports, or forms from prepared material or rough copy.
- Composes routine letters or reports for review and signature by supervisor.
- ~~Prepares requisitions for materials and supplies.~~
- Directs complaints about the Senior Center and or Senior Services to the appropriate person, follows up to assure that the complaint has been resolved.
- Performs arithmetical computations as required.
- Reports work accomplished to supervisor.

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#### **ADDITIONAL DUTIES:**

- Performs general receptionist duties.
- Maintains inventory of office materials ~~and supplies and ordering supplies as needed.~~
- ~~Maintains office petty cash fund.~~
- Operates office equipment such as calculators, photocopying machines, collators, and mailing equipment.
- Temporarily relieves other office staff as need requires and assists with programs as needed
- Proof read newsletter
- Tech assistance as needed
- Software trouble shooting
- Ability to put in IT work ticket and building work tickets.
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- Performs related tasks as required.

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**SUPERVISED BY:**

- ~~Receives immediate supervision an assigned supervisor. Senior Services Coordinator~~

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**QUALIFICATIONS PROFILE:**

- The skills and knowledge required would generally be acquired with a high school education, and two years experience in general office work.
- Basic understanding of aging issues and a compassion for older adults
- Possess a friendly, professional demeanor
- Patience
- ~~Time management skills to ensure completion of tasks.~~
- Knowledge of basic office procedures, including filing, scheduling, posting and basic bookkeeping.
- Ability to follow written and oral instructions.
- Ability to acquire working knowledge of laws, regulations and procedures pertaining to mission of ~~assigned department. Senior Services~~
- Ability to type accurately.
- Ability to acquire skill to operate data and word processing equipment.
- Ability to maintain accurate files and records.
- Ability to add, subtract, multiply and divide all units to measure.
- Ability to deal cooperatively and effectively with others.

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**Physical and Mental Effort and Environmental Conditions:**

The following physical and mental standards are identified as necessary to perform the essential duties and responsibilities. However, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

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- Mobility: frequent sitting for long periods; occasional kneeling, crouching, pushing, pulling, walking, and standing; occasional reaching above and below desk level.
- Dexterity: frequent fine manipulation sufficient to operate a computer keyboard; frequent grasping to handle individual papers, write and take notes, and feel individual objects.
- Lifting: frequent lifting of papers, files, and material weighing up to 10 pounds; occasional lifting and carrying of equipment and other items up to 25 pounds.
- Visual Requirements: frequent use of vision sufficient to read files, documents, and computer screens and do close-up work.
- Hearing/Talking: frequent hearing and talking, in person and on the telephone.
- Emotional/Psychological Factors: frequent contact with others, including extensive public contact; frequent deadlines and time-limited assignments.
- ~~Works in an environment with continuous interruptions and background noise.~~
- ~~Includes exposure to video display terminals on a daily basis.~~
- ~~Must be able to work under stress from demanding deadlines and changing priorities and conditions.~~
- ~~Ability to handle a large volume of people and interacting with them.~~
- ~~Ability to be an active listener, to be understanding and possess the ability to end a conversation tactfully.~~

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**LICENSE OR CERTIFICATE:**

Not applicable.

**EEO/AA Statement**

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