

County of Dukes County, Massachusetts
Draft Job Description

Position Title:	Administrative Assistant	Grade Level:	II
Department	Health and Human Services	Date:	8/13/26
Reports to:	VHCAP Director	FLSA Status	Exempt

Statement of Duties: The Administrative Assistant provides a range of clerical and administrative duties in support of the department's day-to-day operations. Employee is required to perform all similar or related duties.

Supervision Required: Under the general supervision of the Director of Health and Human Services, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed

Supervisory Responsibility: The employee is not required to regularly supervise other County employees.

Confidentiality: In accordance with the State Public Records law and HIPPA regulations, the employee has regular access to confidential information of the department such as client and department records.

Accountability: Consequences of errors or poor judgment may include missed deadlines, legal repercussions and personal injury.

Judgment: Well-defined or detailed rules, instructions, and procedures cover all aspects of assigned work. Independent judgment involves choosing the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Complexity: Work consists of routine or repetitive tasks and/or operations with few variations in established procedures.

Work Environment: The employee performs work in an office setting subject to frequent interruptions.

Nature and Purpose of Relationships: Relationships with co-workers and the public involving frequent explanation, discussion or interpretation of basic guidelines in order to render service, plan or coordinate work efforts. Other regular contacts are with service recipients and employees of outside organizations including vendors. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints.

Occupational Risk: Risk exposure is similar to that found in a public office setting.

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Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

Performs a range of clerical services including but not limited to serving as clerk receptionist, bookkeeper, filing of client records, reviewing financial records, accounts and transactions such as vendor checks in accordance with invoices to ensure the correct amount of payments, and sorted by mail, and have the required amount of postage.

Provides routine information to clients regarding department operating procedures and/or policies. as well as community resources outside of HCA.

Maintains client appointment schedules for the Navigators, as well as receive and distribute messages and telephone calls to appropriate staff.

Maintains an inventory of office supplies and materials and orders new supplies as necessary.

Prepares the department's bills for accounts payable warrants.

Provides assistance to HCA staff as requested.

Recommended Minimum Qualifications:

Education and Experience: Associate's degree in Business Administration or a related field; one to three (1-3) years prior work experience; or an equivalent combination of education and experience.

Special Requirements: Valid Class D Motor Vehicle Driver's License.

Knowledge, Abilities and Skill

Knowledge: Knowledge of department office procedures. Knowledge of office software (word processing and spread sheet applications), the Internet, and email system in support of department operations. Knowledge of the health care and public health systems.

Abilities: Plan and prioritize work and to perform multiple tasks and prioritize work assignments in a detailed and accurate manner; ability to be self motivated. Ability to operate office equipment (i.e. photo copier, scanner, fax machine) in an efficient manner.

Skills: Proficient written and oral communication skills. Proficient data processing and personal computer keyboarding skills.

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Physical and Mental Requirements

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 position's essential functions.

Physical Skills: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, kneeling, twisting, reaching with hands and arms, and standing. The employee is occasionally required to lift, push, or pull objects such as books, office equipment and computer paper.

Motor Skills: Position requires the application of basic motor skills for activities including but not limited to operating a personal computer, office equipment, word processing, pushing, pulling or lifting office equipment and the sorting of papers.

Visual Skills: The employee is required to read documents for understanding and rarely for analytical purposes. The employee is not required on a regular basis to review non-written materials and to determine color differences.

This 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.