

Full-Time Administrative Assistant/Human Services Coordinator

General Position Description:

The Administrative Assistant provides support for the administrative functions of the Town Clerk and Tax Collector's Office. The Human Services Coordinator administers local public welfare assistance under the requirements of NH RSA 165.

Examples of Essential Duties and Responsibilities:

1. Assists the Tax Collector in response to public inquiries over the telephone, in person and/or in writing as to the status of taxes and tax rates and valuation. Checks records for banks, realtors and lawyers.
2. Assists the Tax Collector in maintaining records of current addresses and property transfers.
3. Serves as motor vehicle registration agent for Town when Town Clerk is unavailable or assists in this capacity when volume warrants.
4. Attends annual training, spring and fall at a minimum.
5. Assists the Clerk with arrangements for municipal, State, and national elections and helps oversee the maintenance of all election records, preparing of ballots and making arrangements for election counter and ballot clerks for all elections.
6. Interviews clients; investigates, researches, and verifies and copies all application information; assesses client needs and eligibility through the application of standards established by State law and local guidelines.
7. Enter all applicants' information into the GAP Software to determine eligibility, create and document vouchers and check requests for assistance, and build a budget for applicant. Keeps copies of all payments made toward welfare bills in yearly voucher folder as well as in software. Documents information and requirements for welfare liens on recipient properties.
8. The Human Services Coordinator is available to clients in the office for appointments twice a week and available five days a week for application processing and emergency case management. The coordinator may be on call to receive emergency calls for welfare clients during non-business hours.
9. Performs applicant intake through interview and review of applications for assistance. Provides a variety of routine and complex administrative, technical, and clerical work in the administration of the local welfare program. Exercises discretion and independent judgment with respect to assigned administrative functions.

10. Responsible for billing and collections of welfare payments as determined by individual circumstances.
11. Retains paper and electronic files and documentation for each case per retention schedule.
12. Attends bi-monthly workshops and yearly conferences through the NH Municipal Association relating to welfare to obtain further education and networking.
13. Stays updated on all current and new welfare information impacting/pertaining to the Town. Locates potential sources and solicits support for welfare programs. Provides information and referral services to clients. Provides payment to vendors for eligible clients based on need. Bills out and establishes repayment schedules with clients.
14. The Human Services Coordinator facilitates the Backpack Program for elementary school aged children. and works closely with the school administrative staff and social workers.
15. Organizes the signup and distribution of food vouchers for the Holiday Food Baskets.
16. Researches and applies for grant opportunities in relation to human services.
17. Performs any other related duties as needed.

Knowledge, Skills, and Abilities Required:

Thorough knowledge of secretarial practices and procedures; thorough knowledge of business English, spelling, arithmetic, bookkeeping and vocabulary; thorough knowledge of modern office equipment, including computers; considerable knowledge of general Town operations and organization. Knowledge of resources available for persons in need. Some knowledge of municipal budgeting procedures. Ability to interview and perform welfare counseling with the development of a case management plan for individual clients. Understanding of Town, State, and Federal laws relating to welfare programs. Ability to maintain administrative and general records and to prepare reports and answer questions from records; ability to communicate clearly and effectively both orally and in writing. and to perform office management details; ability to maintain effective working relationships with department heads, employees, and the public; ability to deal with public relations problems courteously and tactfully. The ability to multi-task, work with challenging and changing situations while keeping a sense of humor is a must. Proficient in Microsoft Word & Excel, Outlook, and Adobe Acrobat. Attention to detail a must. Willing to train, however, must have the ability to be an integral part of the team.

Minimum Qualifications Required:

High school diploma. Two years or more human services experience preferred. Experience in Town government or related social services helpful OR any equivalent combination of education and experience which shows possession of the required knowledge, skills, and abilities.

Work Conditions:

Work to be conducted primarily in the office. Some lifting or moving objects (up to 30 lbs.). Long hours on the computer keyboard and prolonged periods of sitting.

Employment Classification:

Full-time, appointed position compensated for by an hourly rate.

Starting Pay Range \$17.67-\$18.73.

Application Process:

Interested candidates should send their cover letter, resume, and completed Town of Boscawen application to: kmerrill@boscawennh.gov. The application can be found at www.boscawennh.gov or at the Town Office. Applications will be accepted until the position is filled.

The Town of Boscawen is an Equal Opportunity Employer.