

**PIONEER VALLEY PLANNING COMMISSION (PVPC)**  
**ADMINISTRATIVE ASSISTANT**  
**ADMINISTRATION DEPARTMENT**

**Salary range for Administrative Assistant is \$41,062 to \$53,380.**

**DESCRIPTION:** Under general supervision, the Administrative Assistant performs administrative and secretarial duties. The ideal candidate will have a curious mind, a desire to seek out information and solutions, and have an eye for process improvements.

**Management and Supervision**

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This position reports to the Director of Human Resources.

**Essential Duties and Responsibilities**

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

**EXAMPLES OF DUTIES:** The duties listed below are examples of the work typically performed by an employee in this position. An employee may not be assigned all duties listed and may be assigned duties which are not listed below.

1. Coordinates, arranges, and confirms meetings; arranges for meeting setup and refreshments; attends meetings, drafts minutes and posts agendas to the PVPC website;
2. Provides secretarial and administrative support to the agency.
3. Provides customer service to government officials, committee members and the general public;
4. Maintains the PVPC's central files which includes filing, archiving and purging;
5. Formats and sends Constant Contact emails for the agency;
6. Provides backup coverage for the receptionist, mail distribution and processing;
7. Additional job duties as assigned.

**QUALIFICATIONS FOR EMPLOYMENT**

**Knowledge and Ability**

*Knowledge of*

- office administrative practices and procedures;
- principles and practices of sound business communication, correct English usage, including spelling, grammar and punctuation;
- computer equipment and advanced uses of word processing, spreadsheet, graphics, database and other software;
- principles and practices of good customer service.

#### *Ability to*

- operate computers and other standard office equipment;
- type and enter data at a speed necessary for successful job performance;
- manage multiple and rapidly changing priorities;
- work under pressure (i.e., handling significant problems and tasks which come up simultaneously and/or unexpectedly and approaching deadlines);
- organize, set priorities, and exercise sound judgment within areas of responsibility;
- organize and maintain office files;
- compose correspondence, prepare documents, and make arrangements from brief instructions;
- communicate clearly and effectively orally and in writing;
- establish and maintain highly effective working relationships with managers, elected and appointed officials, staff, community and business leaders, the media, and others encountered in the course of work;
- Provide excellent customer service to PVPC staff and our external partners;

#### **Special Requirements**

Possession of a valid driver's license or access to alternative means of transportation. Must have legal authorization to work in the United States. Demonstrated competency in the use of office computers and business software.

#### **Experience and Training**

Any combination of experience and training that would provide the required knowledge, skills, and abilities may be used to qualify for employment. A typical way to obtain the knowledge, skills, and abilities is described below:

A bachelor's degree from an accredited college or university and two years of increasingly responsible experience in administrative support.

Any equivalent combination of education and progressively responsible experience.

#### **PHYSICAL REQUIREMENTS**

The physical requirements described here are representative of those that an employee typically must meet to successfully perform the essential functions of the job.

Strength, dexterity, coordination, and vision to use a keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper. Strength, dexterity, and coordination to lift files, stacks of paper or reports, references, audio/visual equipment, and other materials; to reach for items above and below desk level; and to bend, reach, squat, and stoop to access files and records. Manual dexterity and cognitive ability to operate a personal computer. Ability to communicate via telephone.

In compliance with applicable disabilities laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations.

Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

**WORKING CONDITIONS:** Work is typically performed under the following conditions:

Position functions indoors in an office environment where most work is performed at a desk. Working environment is generally clean with limited exposure to conditions such as dust, fumes, noise, or odors. Frequent interruptions to planned work activities occur. Position may require occasional attendance at offsite and evening meetings and travel to deliver and pick up materials. Travel duties may result in some exposure to outdoor weather conditions.

**FLSA Status:** Non-exempt