

Position Purpose

Performs the clerical and administrative work in administering the town's General Assistance Program. Performs all other related work as required.

Essential Functions:

(The essential functions, or duties listed below 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.)

- Responsible for administering general assistance to all persons who are eligible for such assistance as provided under RSA 165.
- Interviews applicants who apply for assistance, determines eligibility and explains procedures of the town.
- Provides applicants with a written decision which sets out the amount of any deemed income used to determine eligibility for public assistance.
- Refers applicants to various human service agencies as appropriate
- Provides assistance as needed with the town Food Pantry operation. Provides Holiday Baskets for those in need. Provides gas or food vouchers for emergency needs.
- Assists Emergency Management in the event of a town disaster or emergency.
- Assists Police, Fire and/or Building Departments with situations of concern.
- Provides some burial assistance to clients.
- Maintains the budget and orders supplies as needed.
- Applies and receives grants for holiday assistance.
- Places and releases welfare liens.
- Prepares and provides reports to appropriate officials. Provides information annual for the Town Report.
- Keeps accurate records and maintains an itemized account of assistance given.
- Collaborates and negotiates with other social service agencies to coordinate efforts and maintain effective relations.
- Follows the written guidelines for general assistance adopted by the town.
- Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:**Education, Training and Experience:**

High School Diploma or equivalent; Associates Degree in Business, Secretarial Sciences or related field desirable; three to five years' experience in dealing with the public; or an equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge: Basic knowledge of the principles and practices of office management; and knowledge of department rules and regulations. Knowledge of the operations of town government and municipal law. Knowledge of math and computer hardware.

Ability: Ability to establish and maintain working relationships with the public, organizations, departments and officials. Ability to communicate effectively. Ability to operate standard office equipment. Ability to multi-task and prioritize. Proficient skills with computers.

Skill: Excellent planning and organizational skills. Excellent written and verbal communication skills. Proficient computer skills, interpersonal and problem-solving skills.

Physical 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 essential functions.

This position is frequently required to sit, communicate, or hear; occasionally required to walk, must be able to handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move objects weighing up to 10 pounds. Vision and hearing at or correctable to normal ranges. This position requires the ability to operate a keyboard and calculator at efficient speed.

Supervision:

Supervision Scope: Performs varied and responsible duties requiring a thorough working knowledge of departmental operations and the exercise of judgment and initiative to perform duties and complete assigned tasks independently, and analyze the facts or circumstances surrounding individual problems

Supervision Received: Works under the general direction of the Board of Selectmen Liaison.

Supervision Given: None.

Job Environment:

- Work is performed under typical office conditions; the noise level is moderate; occasionally may be required to work outside of normal business hours.
- Operates computer, telephone, facsimile machine, copier, calculator, and other standard office equipment.
- Employee has frequent contact with the general public, town departments and officials, landlords, utility companies and other service agencies. Contacts are in person, by telephone, and by email and involve an information exchange dialogue.
- Has access to all department-related confidential information, including resident information and financial records.
- Errors could result in delays or loss in service and/or legal or financial repercussions for the town.

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.