Town of Milton Job Description
Welfare Department Administrative Assistant

Date: June 27, 2017

**General Position Description:** Is responsible for the aiding in the administration of municipal welfare activities including interviewing tasks, gathering of data for determining welfare applicants’ eligibility for assistance, and the distribution of Town funds through a voucher. This job description is meant to be illustrative and is in no way all-inclusive. It shall be used as a tool or guide in the job performance of the employee it applies to.

**Accountability:** Reports to the Town Administrator.

**Equipment Used:** Telephone, computer, printer, fax machine, calculator, copy machine, typewriter, postage meter, various office equipment, motor vehicle, etc.

**Environment:** Inside: 95% Outside: 5%

**Duties and Responsibilities:** Except as specifically noted, the following functions are considered essential to this position and are indicative of the duties and responsibilities associated with the position, but are not intended to be all-inclusive.

1. Interview client. Investigate, research and verify application information to determine eligibility of client.
2. Write report for each case and keep track of financial transactions.
3. Contact vendor and service provider.
4. Issue vouchers.
5. Place and release liens on properties.
6. Explain and interpret welfare laws, regulations, policies and procedures to client.
7. Provide information and referral service to client.
8. Make home visits and emergency calls.
9. Answer correspondence and inquiries.
10. Develop and implement a plan to foster self-sufficiency and reduce dependency on the welfare system.
11. Establish, coordinate and administer special programs including several holiday and work programs.
12. Develop appropriate forms for adequate and pertinent record keeping.
13. Prepare department’s yearly budget and monitor expenses of the budget.
14. Write monthly and yearly reports for the Town.
15. Represent the Town at meetings and seminars on welfare.
16. Testify at legislative committee hearings on issues affecting the welfare program.
17. Provide clarification and guidance in difficult and complicated cases involving policy application.
18. Monitor trends and makes recommendations regarding the administration of welfare.
19. Build and maintain coordinated and cooperative relationships with all Local, State and Federal agencies.
20. Provides case management, including but not limited to, budget counseling, household mgt. etc.
21. Perform other duties as specified. Provide some administrative support or municipal clerical support to Town Administrator and Town Hall Municipal Office.
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Cognitive and Sensory Requirements:
- **Vision:** Necessary for visual operation in all aspects of the position such as equipment use, observance of resident behavior, paperwork, public, etc.
- **Hearing:** Necessary for receiving instructions and other job related information.
- **Speaking:** Necessary for communicating with other employees, auditors, vendors, state workers, residents, and the general public.
- **Dexterity:** Necessary for operating equipment, handwriting, and computer keyboard operations, etc.
- **Mobility:** Needed to walk around the Town Hall and elsewhere for other duties such as banking, errands, etc.

Physical Requirements:
- Lift up to 10 pounds: frequently required.
- Lift 11 to 25 pounds: occasionally required.
- Lift 26 to 50 pounds: rarely required.
- Lift over 50 pounds: rarely required. Assistance may be available.
- Carry up to 10 pounds: frequently required.
- Carry 11 to 25 pounds: occasionally required.
- Carry 26 to 50 pounds: rarely required.
- Carry over 50 pounds: rarely required. Assistance may be available.
- Balancing: rarely required.
- Push/pull: rarely required.
- Reach above shoulder height: occasionally required.
- Reach at shoulder height: frequently required.
- Reach below shoulder height: frequently required.
- Sit: six plus hours per day.
- Stand: less than three hours per day.
- Walk: two plus hours per day.
- Twisting: occasionally required.
- Bending: occasionally required.
- Crawling: rarely required.
- Squatting: rarely required.
- Kneeling: rarely required.
- Crouching: rarely required.
- Climbing: rarely required.
- Driving: rarely required.

Fine motor skills (hands, wrists, fingers, feet, toes, etc):
- Grasping: constantly required.
- Handling: constantly required.
- Torquing: rarely required.
- Fingering: frequently required.
- Controls and equipment: Computer, typewriter, keyboard, telephone, fax machine, copy machine, calculator and other types of equipment.

Work Surfaces: Office area includes workstation with desk, computers and chairs. Table, filing cabinets, closet with shelves, bookshelf and bulletin boards. All surfaces are at various heights.

Summary of Occupational Exposures:
Most work occurs within the office setting. Some travel in a motor vehicle is required. Occasionally, home visits may involve temporary exposure to uninhabitable conditions. When in the office may be exposed to long periods of unnatural light, office equipment noises, office product chemicals, air conditioning, etc.

Other Training, Skills and Experience Requirements:
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- Knowledge of the services and operations of social service organizations.
- Ability to interpret and apply rules, regulations and Statutes.
- Demonstrate oral and written communication skills.
- Familiarity with Town welfare functions and guidelines, and State Statutes.
- Any equivalent combination of education and experience, which demonstrates possession of the required knowledge, skills, and abilities.

License/Certification Requirements:
- B.A. in Social Service or related field.
- Valid driver’s license.
- Certification or equivalent training in Social Service or related field.
- Any equivalent combination of education and experience, which demonstrates possession of the required knowledge, skills, and abilities.

Schedule: Office operates by appointment only, hours and schedule can change based on Town and resident needs.