

ATGLEN BOROUGH

ADMINISTRATIVE ASSISTANT

GENERAL DESCRIPTION

Full-time administrative position responsible for utility billing, rental program, permit support, Code support, MS4 support, Public Works support, Borough Manager support, and office reception duties.

SUPERVISION RECEIVED

Reports To: Borough Manager

SUPERVISION EXERCISED

None

ESSENTIAL JOB FUNCTIONS

- Greets visitors and answers the phone. Handles their requests or directs them to the appropriate individual. Opens mail and distributes it.
- Utility Billing – Processes the sewer, trash, and water invoices. Maintains a list of delinquent accounts, posts penalties, creates reminder notices, tracks late payments, and creates shut-off notices. Deposits the payments. Posts to the utility billing and general ledger software programs. Prepares utility certifications and quarterly and annual reports. Works with the software vendors to address issues, manage upgrades, and create new options.
- Rental Inspection Program – Maintains current landlord and tenant contact information. Oversees the inspection list, drafts correspondence, processes payments, makes and confirms appointments, responds to landlord's questions about the inspection checklist, interacts with landlords on completing the open rental issues, and serves as the direct contact for the Code Officer/Housing Inspector.
- Zoning Permits, Fire Pit Permits, Building Permits, and Code Enforcement – Processes permits by maintaining the activity log, reviews permit applications for completeness prior to forwarding to the third-party Code firm; collects payments; responds to questions posed by residents, contractors, and the third-party Code firm; and submits the monthly permit reports to the Chester County assessor and annually to the U.S. Census Bureau.
- Keeps the Borough website and Facebook page current. Interacts with the IT vendors and Borough Manager on updating the website.

- MS4 Permit Program - Collects and organizes the activity records. The Public Works staff and Borough Manager will be the source for these reports. Posts and maintains the MS4 public education documents on the website.
- Park and Recreation Commission (Commission) – Attends the Park and Recreation Commission monthly meetings. Prepares the agenda and draft minutes for presentation to the Chairperson. Keeps the Borough Manager current on the activities and needs of the Commission. Fulfills the staff assignments for the Commission.
- Responds to trash and recycling concerns. Tracks the monthly recycling tonnage and prepares the annual recycling reports. Completes the recycling grant applications.
- Reconciles the bank accounts monthly. Maintains the escrow accounts which includes invoicing and confirming deposits and balances. Prepares miscellaneous invoices and tracks payments.
- Provides clerical support for the Public Works Manager, Code Officer, Zoning Officer, Borough Manager, Borough Council, and Mayor. Performs research at the request of the Manager and Public Works Manager. Performs special projects under the direction of the Borough Manager.
- Completes the online filing of the required monthly DWELR PA DEP drinking water reports . Collaborates with the Public Works Manager to prepare the PA DEP Annual Drinking Water Supply Report and the annual CCR Drinking Water Quality Report. Shares the CCR report as required with the public.
- Works with vendors. Orders office supplies and Public Works Department supplies.
- Authors the newsletter. Prints and prepares the newsletters for mailing with the utility bills and posts on-line.
- Maintains the filing system, ordinance records, resolution records, minutes records, vendor files, and parcel folders. Purges documents per the PA Retention Act.
- Establishes and maintains effective relationships with the public, elected officials, Borough employees, consultants, developers, attorneys, and engineers.
- Performs other duties as deemed necessary.

JOB LOCATION

This position is mainly located at the Atglen Borough Hall. There may be occasional traveling off site to various sites within and outside the Borough.

KNOWLEDGE, EXPERIENCE, EDUCATION AND TRAINING REQUIRED

- High School Diploma, or the equivalent.
- 3 to 5 years of related experience.
- Thorough knowledge of English in areas such as grammar, spelling and punctuation, typing and filing procedures. Good proofreading skills.
- Extensive knowledge of the computer and applications software including Windows and Microsoft Office.
- Ability to perform cashier duties accurately and effectively.
- Excellent communication skills, both oral and written.
- Exceptional attention to detail and excellent organizational abilities.
- Ability to work under pressure with frequent interruptions.

EQUIPMENT

Personal computer and printer including software specific to the position, Microsoft Word and Microsoft Excel; adding machine/calculator; telephone; copier; mailing equipment; and binder machine.

PHYSICAL DEMANDS

The employee is frequently required to sit and talk or hear; use hands to finger; handle, or feel objects, tools, or controls; reach with hands and arms; and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The duties listed above 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.

Effective Date: 9/10/2018

Last Revised: 1/15/2025

Employee Signature

Date