

**PIONEER VALLEY PLANNING COMMISSION (PVPC)  
ADMINISTRATIVE SERVICES COORDINATOR  
ADMINISTRATION DEPARTMENT**

**Salary range for Administrative Services Coordinator is \$50,592 to \$65,769**

**DESCRIPTION:** Under general supervision, the Administrative Services Coordinator performs complex 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

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 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. Holds primary responsibility for supporting the Executive Committee and the full Planning Commission meetings, including gathering agenda topics, creating draft and final agendas, crafting language for motions, ensuring agenda postings meets Massachusetts General Law requirements, managing the recording of meetings as well as ensuring that virtual and in-person meetings run smoothly.
2. Coordinates, arranges, and confirms meetings; arranges for meeting setup and refreshments; posts agendas to the PVPC website two business days before each meeting; attends meetings; edits draft minutes from minutes production vendor;
3. Updates and maintains information in the PVPC database;
4. Formats and sends Constant Contact emails for the agency;
5. Reviews, proofreads, and edits a variety of reports, notices, memoranda, correspondence, and other documents;
6. Provides secretarial and administrative support to the agency;
7. Provides customer service to government officials, committee members and the general public;
8. Provides backup coverage for the receptionist, mail distribution and processing;
9. Performs 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, 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 independent judgment within areas of responsibility;
- compose correspondence, prepare documents, and make arrangements from brief instructions;
- organize and maintain complex and confidential office files;
- prepare clear, accurate records and reports;
- coordinate logistics for meetings and special events;
- communicate clearly and effectively orally and in writing;
- establish and maintain highly effective working relationships with elected and appointed officials, staff, community and business leaders, the media, and others encountered in the course of work;
- work flexible office hours to cover for fellow team members in the Administration Department;
- provide excellent customer service to PVPC staff and our external partners;
- maintain confidentiality.

### **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 three to five 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