



# Dover Township Job Description

Job Title:	<b>Assistant Township Manager</b>	FLSA:	<b>Exempt</b>
Department:	<b>Administration</b>	Effective Date:	<b>4/2024</b>
Job Grade:	<b>Non-Bargaining</b>	Revision Dates:	April 8 <sup>th</sup> , 2024
Reports To:	<b>Township Manager</b>		

## **Primary Function**

This position is a senior level position charged with managing the Front Offices staff in the areas of customer service. Additional duties include the areas of human resources, finance and procurement, Right To Know, Parade and Assembly Permitting, and special projects as needed. Cross training to the Township Manager's role in order to fill in during absences is an important aspect of this position.

## **Principle Duties & Responsibilities**

1. Manage Front Office staff, including Utility Billing and Administrative Clerks and Receptionist, in performance of job duties and responsibilities; institute changes needed to optimize coordination of work, provide direction and feedback on work performance, communicate policy, procedures and any changes relevant to jobs; approve leave requests, recommend wages and promotions and issue discipline; provide annual reviews of job performance of office staff; ensure cross-training of front end operations as well as annual updating of standard operating procedures for each position. Assign and ensure training of administrative staff to assist the Public Works Department with document preparation for bids, notices, advertisements, filing/document manager, MS4 reporting, etc. Position has budgetary discretion over front office purchases and planning for future needs.
2. As the manager of the Front-End staff, review and prepare daily deposits of front end staff; tracks invoices paid to record payments; tracks Reserve Accounts, i.e., water and sewer. Handle customer complaints involving utility billing, trash services, and other municipal programs administered by Front End Staff. Additionally, serve as Assistant Right To Know Officer coordinating the gathering of the documents, redaction and response. Handle coordination of Parade and Assembly permitting through interaction with the applicant, NYCPRD and DTVFD.
3. Prepare and manage the procurement of Township-wide municipal administrative contracts such as: Annual Insurance Renewals, Insurance Appraisals, Janitorial Services, Mowing Contract, Residential Trash Collection, Uniforms, Joint Linepainting and Audit RFP.
4. Review and approve payroll as prepared by the Township Secretary on a bi-weekly basis ensuring that the Union Contract and Policy Manual are followed. In the absence of the Township Secretary perform duties of payroll/tax clerk; prepare bi-weekly payroll for employees; review W-2's and prepare 1094/5 forms for employees; process raises and accruals; prepare and submit Quarterly Unemployment Compensation payments to PSATS as well as submission of other employee related deduction payments. Provide records to assist with the Township's Annual Audits.
5. In coordination with the Township Manager and with assistance from the Township Secretary provide Human Resources services in the following areas:
  - a.) Assist the Township Secretary with the preparation and distribution of benefit information, including required health care notices
  - b.) Work with the Township Secretary to process new hires including background checks and pre-employment physicals
  - c.) Provide orientation for new hires and have the Township Secretary prepare new hire file s and packets.
  - d.) Oversee the confidential employee personnel files.
  - e.) Work with the Township Secretary on tracking and reporting the PCOR Fee.
  - f.) Work with the Township Secretary to organize and plan township staff trainings.
  - g.) With the assistance of the Township Secretary manage claims and complete paperwork associated with various insurance claims: short- and long-term disability, workers compensation, vehicular accidents (including DTVFD), etc.
  - h.) Assumes the responsibilities of the privacy official for developing and implementing the privacy requirements of the Health Insurance Portability and Accountability Act (HIPPA)
  - i.) Serve as primary contact for the Township's Pension and Workers Compensation Trust Audits
  - j.) Notify or oversee the notification of individuals, the media and the Department of Health and Human Services of any breach of unsecured PHI, in accordance with the provisions of the HITECH Act.
  - k.) Assist with, attend meetings about and help with implementation of Union Contract changes; assist the Township Secretary with the preparation of Union Job Postings; administer the CDL Drug and Alcohol Testing



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Program.

- l.) Work with the Township Secretary and Supervisory Staff to prepare the necessary paperwork for insurance renewals. Serve as primary contact for the processing of all claims under the Township's auto, liability, property, and public official's policies.
  - m.) Work with the Township Secretary to prepare reports, e.g., AG-385, Act 205, MMO, PEMA, FEMA, and Pension.
  - m.) Assist Township Manager in administering the Non-uniform Pension Plan.
  - n.) Work with the Township Secretary to process employee health and life insurance enrollments and terminations in the system, review claim reports, notify Benecon of terminations for proper implementation of COBRA requirements, and update employee enrollment changes as necessary.
- 6.) Crosstrain to the Township Manager job duties and assist with other projects as assigned by the Township Manager, including Budget preparation, Financial and Procurement matters, Grant administration, Project management as needed. Assume the day-to-day responsibilities for operations in the absence of the Township Manager.

## **Position Qualifications**

### **Knowledge, Skills and Abilities**

- Knowledge of financial management practices relevant to a Township of the Second Class.
- Knowledge of Human Resource functions including experience with developing policies and procedures, as well as, Union matters.
- Supervisory experience that indicates the ability to manage front end operations and staff, specifically in the area of customer service.
- Thorough knowledge of office practices and procedures, including organizational abilities and operation of standard office equipment.
- Proven proficiency in knowledge, understanding and use of computer systems such as Microsoft (or similar) suite of tools (Word, and Excel, Outlook, etc.) is required.
- Advanced knowledge of Township programs, services and operations.
- Thorough knowledge of department policies and procedures.
- Proven ability to read, write, speak and comprehend English is required.
- Proven ability to work as part of a team and to collaborate successfully with others is required.
- Proven ability to adapt to new or changed situations and to show flexibility in making improvements in work processes and operations is required.
- Proven ability to exhibit customer-centered behaviors and to focus on customer needs is required.
- Proven ability to commit to excellence in service and to continuous improvement is required.
- Comprehensive knowledge of public administration principles and practices including: budgeting, Township codes, state and federal laws affecting second class Townships.
- Ability to guard confidential information of major importance, including personnel records and information discussed in executive sessions of the Board.
- Ability to develop and maintain effective relationships with public officials, associates and the general public.
- Ability to resolve conflict with tact and diplomacy.
- Ability to maintain morale as manager of an organization.

### **Education, Training and Experience**

- High School Diploma and a combination of experience and post-secondary education which indicates the possession of the skills, knowledge and abilities listed above. An example of acceptable qualifications for this position is an bachelor's degree in public or business administration or other related field and 3-5 years in municipal management.

### **Licenses and Certificates**

- Possession of a Valid Driver's License is required.
- Possession of PA Notary Certification
- Must be capable of being bonded.

### **Functional Qualifications**

X	Climbing	Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
X	Balancing	Maintaining body equilibrium to prevent falling when walking, standing or crouching.
X	Carrying	The physical act of manually transporting objects from one to another.
X	Crouching	Bending the body downward and forward by bending leg and spine.



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X	Driving	The physical act of operating a motor vehicle.
X	Feeling	Perceiving attributes of objects, such as size, shape, temperature or texture by touching skin, particularly that of fingertips
X	Finger Dexterity	Picking, pinching, typing, or otherwise working, primarily with fingers.
X	Grasping	Applying pressure to an object with the fingers and palm.
X	Hearing	Ability to receive detailed information through oral communication.
X	Kneeling	Bending legs at knee to come to a rest on knee or knees.
X	Lifting	Raising objects of 20 lbs. from a lower to a higher position or moving objects horizontally from position to position.
X	Pulling	Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
X	Pushing	Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
X	Reaching	Extending hand(s) and arm(s) in any direction.
X	Repetitive Motions	Frequent, sustained movement patterns of the upper extremities (fingers, hands, wrists, elbows, shoulders).
X	Seeing	The ability to perceive the nature of objects by the eye. Seeing is important for hazardous positions in which defective seeing would result in injury and positions in which special and minute accuracy, inspecting and sorting exist. Other important factors of seeing are acuity (near and far), depth perception (three-dimensional vision), accommodation (adjustment of lens of eye to bring an object into sharp focus), field of vision (area that can be seen up and down or to the right or left while eyes are fixed on a given point) and color vision (ability to identify and distinguish colors).
X	Standing	Particularly for sustained periods of time.
X	Static Position	Maintaining the same body position for a period of time in order to complete a task.
X	Stooping	Bending body downward and forward by bending spine at the waist.
X	Talking	Expressing or exchanging ideas by means of spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly or quickly.
X	Walking	Moving about on foot to accomplish tasks, particularly for long distances

**Environmental Conditions**

- Indoors, within an office area. Frequent interruptions will occur.

**Comments**

- This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

**Disclaimer**

- The above statements are intended to describe the general nature and level of work being performed by a person assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the job.

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Employee's Signature Date  
*(The employee's signature denotes that the employee was given this job description on the date indicated.)*

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Supervisor's Signature Date