# MILLERSVILLE BOROUGH JOB DESCRIPTION

## JOB TITLE: Office Coordinator

## DEPARTMENT: Administration

**GENERAL SUMMARY:** Under direction, respond to general inquiries from public at front window or by phone, accept payments, process purchase order requests and perform secretarial and general office duties. Administer a variety of municipal projects and programs to provide administrative support to the Borough Manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**1.** Perform general secretarial and office duties. (40%)

- answer phone and respond to inquires at front desk;
- provide routine information about Borough services, programs or fees, or direct inquiry to appropriate staff person;
- receive payments at front window, e.g., sewer/trash bills, trash tags, taxes, permits, and record payment/prepare receipts;
- create automated telephone messages;
- schedule, track, and prep park reservations;
- collect brick and hometown hero banner orders and purchasing;
- receive office supply and material requests from multiple departments and arrange purchase of supplies;
- assist with pick-up and delivery of mail and packages.
- Process petty cash vouchers and report

2. Serve as Trash and Recycling Coordinator; administer Borough Trash and Recycling Program; manage bid process to acquire vendors to haul trash and recyclables; monitor contract to ensure services rendered meet contract specifications; receive customer complaints, meet with vendor to resolve problems, e.g. disruption of services, conduct follow up to ensure correction; provide information to residents and landlords; review reports submitted regarding amount and type of hauling; review and approve bills submitted by hauler; prepare report for Borough Manager and Council regarding program activities. (20%)

3. Serve as facilities coordinator for the Borough Office and other Borough facilities. (20%)

- monitor maintenance contract agreements with vendors - building heating and air conditioning, janitorial service, plumbing, first aid cabinets and AEDs, etc.;
- support Borough Manager in managing IT service contract and purchasing;
- schedule building maintenance and inspections, and keep records;
- prepare maintenance project specifications, obtain price quotes, analyze costs and make recommendations.

4. Serve as stormwater program assistant; support the Borough Manager and the Street Superintendent in updating Stormwater Management Plan (SWMP) documents; tracking progress towards goals; recording and documenting for permit audits and renewals; supporting the submission of the annual report. (20%)

5. Perform related duties in the absence of other office staff to assist with coordination of clerical activities, e.g., close out cash register, schedule rental inspections, preparing mailings or letters, etc.

**JOB SPECIFICATIONS:**
*Indicates developed after employment

Education/Employment: Any combination of education and experience which indicates possession of the skills, knowledge and abilities listed below. An example of acceptable qualifications for this position is completion of secondary education or the equivalent and related experience. Bachelor's degree preferred.

Knowledge:

- Knowledge of office practices and procedures.
- Experience with Microsoft Office and Excel preferred.
- Experience with data input into online systems preferred.
- Knowledge of English word usage, spelling and punctuation.
- Basic knowledge of Borough Council meeting structure and procedure.*
- Basic knowledge of Borough ordinances, policies, and procedures.*
- Knowledge of government process at local and state level as it pertains to municipal programs and services, bidding and purchasing.*

Skills and Abilities:

- Typing and operation of computer keyboard.
- Ability to transmit accurate and complete information from callers or visitors.
- Ability to evaluate services and make recommendations.
- Ability to carry out detailed but basic oral or written instructions.
- Ability to establish digital filing and organization systems.
- Ability to prepare accurate records.
- Ability to do basic mathematical calculations.
- Ability to perform work in a busy office environment with frequent interruptions.
- Ability to demonstrate tact and patience when responding to complaints from the public.

**Working Conditions:**

Work is generally performed alone or in small groups in a normal office environment, and is performed with frequent interruptions.

**DISCLAIMER:** Job descriptions are intended to describe the general nature and level of work being performed by a person assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the job.

**REPORTS TO: Borough Manager**
**FLSA STATUS: Non-exempt**
**DATE: October 2026**