

TOWN OF MAYODAN

Administrative Assistant

NOW HIRING • FULL-TIME • TOWN MANAGER'S OFFICE

DEPARTMENT
Administration

REPORTS TO
Town Manager

POSITION TYPE
Full-Time

PAY RANGE
\$49,400 - \$74,100

FLSA STATUS
Non-Exempt

Position Summary

The Administrative Assistant plays a critical role in supporting the Town Manager's Office by ensuring day-to-day operations, projects, communications, and governance processes move forward efficiently and consistently. This position serves as the organizational backbone of the Manager's Office—providing structured follow-through, coordination, and administrative support across multiple initiatives.

The ideal candidate is highly organized, proactive, and comfortable managing multiple priorities. This role is designed to reduce operational friction for the Town Manager by tracking tasks and deadlines, coordinating communications, supporting committee processes, and maintaining continuity across projects and grants.

Key Responsibilities

1. Town Manager's Office Operations & Tracking

- Serve as the primary administrative support to the Town Manager.
- Maintain calendars, deadlines, and task lists for the Town Manager's Office.
- Track action items, follow-ups, and commitments arising from meetings, emails, and calls.
- Coordinate information flow between departments, boards, external partners, and the Town Manager.
- Proactively identify upcoming deadlines, missing information, and potential bottlenecks.
- Maintain organized digital and physical filing systems for projects and records.
- Assemble, format, and proofread complex, multi-part documents (e.g., budget books, staff reports, board packets, grant applications) for accuracy, consistency, and adherence to Town branding standards.

2. Council, Board & Committee Support

- Assist the Town Manager's Office in developing and drafting agenda item submissions and supporting materials for Town Council meetings.
- Draft, format, and distribute agendas and meeting packets for the Planning Board and other boards and committees.
- Record, prepare, and finalize meeting minutes for boards and committees.

3. Planning & Zoning Support

- Serve as a first point of contact for general questions from applicants about planning and zoning, referring technical questions to the Zoning Administrator.
- Receive zoning permit applications, conduct an initial review for completeness, and prepare for approval by Planning staff.
- Maintain a log/tracker of incoming zoning permit applications.

4. Public Intake, Issue Routing & Customer Service

- Serve as a primary point of contact for inquiries, concerns, and complaints directed to the Town Manager's Office.
- Log, route, and track issues to appropriate departments or staff for resolution.
- Follow up to ensure timely responses and communicate updates back to residents and stakeholders.
- Provide professional, courteous, and responsive customer service to the public, elected officials, and partners.
- Maintain confidentiality and professionalism when handling sensitive or confidential matters.

5. Communications & Information Management

- Maintain and update the Town's website to ensure content is current, accurate, and accessible.
- Draft and schedule routine social media posts, announcements, and public notices.
- Assist with preparation of newsletters, press releases, and public communications.
- Ensure consistency with Town messaging, branding, and communication standards.
- Support public transparency efforts by helping organize and publish information in a user-friendly manner.

6. Project & Grant Administrative Support

- Provide administrative support for special projects managed by the Town Manager's Office.
- Assist with grant application assembly, including gathering data, quotes, and supporting documentation.
- Track grant deadlines, reporting requirements, and compliance items.
- Support post-award grant administration by maintaining records and assisting with required reports.

7. General Administrative Support

- Manage incoming and outgoing mail, phone calls, and general correspondence for the Manager's Office.
- Draft, proofread, and format correspondence, reports, and internal documents.
- Perform clerical duties including printing, copying, scanning, and records maintenance.
- Assist with coordination of events, meetings, and public engagement activities hosted by the Town Manager's Office.
- Perform other duties as assigned to support efficient Town operations.

Qualifications & Skills

- Strong organizational and time management skills with the ability to manage multiple priorities.
- Ability to work independently while also collaborating effectively with a team.
- Excellent written and verbal communication skills.
- High level of professionalism, discretion, and ability to handle confidential information.
- Strong attention to detail and follow-through.
- Ability to take initiative, anticipate needs, and solve problems.
- Customer-service oriented with a friendly and professional demeanor.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and familiarity with digital platforms such as websites and social media.
- Ability to learn municipal processes, policies, and procedures.
- Experience preparing public-facing visual materials, such as presentations, infographics, or newsletters, is a plus.

Education & Experience

- High school diploma or GED required.
- One to four years of administrative or customer service experience preferred.
- Experience in municipal government or a related field is a plus.
- Valid driver's license required.

Work Environment & Schedule

- This position is based at Mayodan Town Hall.
- Work is primarily sedentary with standard office equipment.
- Occasional evening hours may be required for meetings or special events.
- The Town offers a collaborative and supportive work environment that encourages professional growth.

Benefits

The Town of Mayodan offers a competitive benefits package, including:

- Participation in the North Carolina Local Government Retirement System (NCLGRS)
- 5% 401(k) contribution
- Paid medical, dental, and vision insurance
- Life insurance
- Paid time off and holidays
- Longevity pay beginning at five years of service
- Professional development opportunities
- Health insurance after retirement

Application Process

Position is open until filled. Submit a resume and completed application to:

EMAIL

clerk@mayodannc.org

MAIL

Town of Mayodan, 210 W Main
Street, Mayodan, NC 27027

WEBSITE

www.townofmayodan.com