

NOVEMBER 18, 2009
WAYNESBORO, PA 17268
REGULAR MEETING

Council President Craig Newcomer called the regularly scheduled meeting of the Waynesboro Borough Council to order at 7:30 p.m. with the following in attendance:

Borough Council Members – Benjamin Greenawalt, Jason Stains, C. Harold Mumma, Craig Newcomer, Charles McCammon and Ronald Martin

Mayor Richard Starliper

Borough Staff – Lloyd R. Hamberger, II, Borough Manager
Denny Benschoff, Maintenance Superintendent
Dan Sheffler, Zoning-Code Enforcement Officer
Kevin Grubbs, Head of Engineering Services
Melissa Dively, Borough Solicitor (Salzmann Hughes, PC)
Dave Martin, Fire Chief

PLEDGE OF ALLEGIANCE: Mayor Starliper led those present in the Pledge of Allegiance.

APPROVE MINUTES: Councilman Martin made a motion to approve the revised minutes of the November 4th regular meeting. Councilman McCammon seconded; the motion passed unanimously.

Councilman McCammon made a motion to approve the revised minutes of the November 11th special meeting. Councilman Greenawalt seconded; the motion passed unanimously.

ACCEPT REPORTS: Councilman McCammon made a motion to accept the reports of the Code Enforcement Officer, Police Chief and Fire Chief, as presented. Councilman Stains seconded; the motion passed unanimously.

COMMITTEE REPORTS

PERSONNEL COMMITTEE: Councilman Mumma noted that he received a favorable performance evaluation for Mike Ely, however no action was required.

PROPERTY AND PUBLIC SAFETY COMMITTEE: No report.

STREET COMMITTEE: No report.

INTERGOVERNMENTAL COMMITTEE: Councilman Stains reported that Comcast will be making channel changes on or about December 17th. Additional information can be provided upon request after the meeting.

DOWNTOWN REVITALIZATION COMMITTEE: Kevin Grubbs reported that the brick work is now completed; and the contractor is working on finalizing areas around the sign posts, etc., and punch list items. He noted he is pleased with the finished project and has heard many positive comments.

In response to President Newcomer's inquiry, he also noted that the turn arrow on the traffic light at Potomac/Main Streets will be corrected in the near future. (The contractor plans to correct this when

they are in to re-wire for the pedestrian-exclusive lights in the Square.)

Mr. Hamberger noted that PERCS has the necessary equipment to remove the steel posts with lane dividers which were discussed previously. If their price quote is reasonable, he will discuss the matter further with Council.

FINANCE COMMITTEE: No report.

MAYOR'S REPORT: The Mayor's Report was as follows –

“On November 8, 2009, along with Councilman Newcomer and Maintenance Superintendent Benshoff, I attended the Appreciation Get-Together at the Hoover House, sponsored by Mainstreet, Inc.

On November 10, 2009, I attended the first Waynesboro Fire Police Dinner at the ATH&L Fire Company. These volunteers deserve our thanks and appreciation.”

SOLICITOR'S REPORT: Solicitor Melissa Dively advised that the Waynesboro Area School District has accepted the proposed lease agreement with regard to the driveway extension. The document should be available for signature(s) at the next Council meeting.

PUBLIC COMMENT - ITEMS ON AGENDA:

Mike Cermak, 135 E. Second Street (Building Inspector for the Borough of Waynesboro/Owner of Accredited Services, Inc.) - Mr. Cermak read from a prepared statement (a copy of which is included as a part hereof). *It should be noted that, due to time constraints, Item #2 was not read.

Councilman Martin questioned a statement made by Mr. Cermak regarding a councilman planning to rent out office space for a new inspection office. He asked which councilman and which building? Mr. Cermak noted he had no comment. He clarified that, “true or not”, that is the “word around town” and he has heard it from many people.

Matthew C. Zeigler, 106 W. Main Street - Mr. Zeigler, a local general contractor, stated that he has dealt with both inspection services (Accredited Services and Commonwealth Code Inspection Services), and finds it much quicker and easier to obtain permits and/or inspections from Accredited Services. He added that he has also heard comments about the possible benefit of Council members from this transaction (a second inspection service) and suggested that they exclude themselves from the vote if that is the case.

Councilman Martin asked if Mr. Zeigler's comments would support two inspection services, whereby everyone would have the right to choose the one they would prefer to deal with. Mr. Zeigler replied affirmatively.

Patricia Crouse - Ms. Crouse noted that she owns several rental properties in the Waynesboro area, and has known Mike Cermak as an inspector for 17+ years. She recounted instances in which she has dealt with him in emergency situations, during which she felt he went “above and beyond” what was typically required of an inspector. On the many occasions she has contacted Accredited Services, she found the employees to be pleasant, courteous and knowledgeable. She added that Mr. Cermak's cell number is provided on their answering service, so he is accessible to the public 24/7 – this is another way in which he goes “above and beyond”. Ms. Crouse continued to describe Mr. Cermak's strengths – always consistent, puts safety above all else, follows the rules, and does not “play” personalities. As with any public official, there will be negative comments made about their performance. In his case, these negative comments stem from those individuals he has reprimanded

for safety issues at their properties. She stated that “he is simply doing his job to ensure those in Waynesboro and the surrounding areas are safe, regardless of who you are”.

Ms. Crouse also commented that she has attended several Council meetings and observed that Borough Council is interested in putting safety first. (She applauded their recent decision on the pedestrian-exclusive crossing at the intersection of Second/Main Streets.) But she feels that having a choice of inspectors is not in the best interests of the Borough or its citizens. Since there is presently only one inspection agency (Accredited Services) located in and contracted by the Borough, they are aware of the permits that have been issued. Since the inspectors are “local people”, if they observe work being done without a permit, they can stop and ask the violator to obtain one or issue a citation for non-compliance. In addition, potential violators are aware that the inspectors “can be anywhere at anytime”. Allowing an out-of-town agency to issue permits and perform inspections in the Borough would only increase the violations, as “one hand would have no idea what the other is doing”.

In summary, Ms. Crouse stated her primary concern is that the potential threat of violations is a safety factor. Other towns and municipalities require that inspection permits for electrical work, heating and air conditioning, installing gas lines or gas furnaces (or furnaces of any kind) be obtained directly through the town or municipal authority. They, in turn, approve the permit and forward it to their inspector (who is employed by them and must follow their criteria). Secondly, she stated that increased violations naturally mean reduced permits; and these permits and their amounts are sent to the County Assessors’ Office. As the property tax received by the Borough is based on assessment amounts, tax money would be lost. Worse yet, the more violations there are (and permits not being obtained), the more residents will be paying in property taxes.

Stewart McCleaf, 228 S. Oller Avenue - Mr. McCleaf asked for clarification of Mr. Cermak’s statement that the people who filed complaints against him were people who are purposely breaking the law. Mr. Cermak reiterated his statement that “other than one person, every complaint against me or Accredited Services has been by people who are purposely breaking the law” and noted that Mr. McCleaf was the “one person” he mentioned.

Discussion ensued regarding the proper procedure for filing a complaint against Mr. Cermak. Mr. McCleaf noted that he had met recently with Councilmen Newcomer and Mumma, and understood that he should submit his complaint to the Appeals Board. Solicitor Dively noted that the Appeals Board is for an appeal of an inspection. President Newcomer read minutes from previous Council meetings which stated “that any further items discussed about inspections go to the Appeals Board; and these will not be discussed in Council Chambers anymore”. In addition, the minutes outlined the procedure to be utilized for filing a complaint – “when filed, copies would be provided to the person complaining, the person being complained about, and all Council members.” Solicitor Dively explained that the State Code requires that an Appeals Board review a challenge on an inspection. A complaint, however, regarding an inspection officer who is not discharging his duties properly (which is separate from challenging an inspection) would go to Borough Council. Mr. Hamberger noted that when a complaint form is turned in to his office, it is then distributed appropriately according to the procedure established. Mr. McCleaf handed his complaint to Mr. Hamberger at this time.

Councilman McCammon questioned why “secret meetings” are being held; and Solicitor Dively clarified that, because there was not a quorum, this did not qualify as a meeting and did not need to be advertised. Councilman Martin questioned why the Personnel Committee met to discuss this matter Mike Cermak is not an employee of the Borough, but rather an independent contractor.

Kerry Bumbaugh, Quincy Township Supervisor - Mr. Bumbaugh stated that Accredited Services is contracted in Quincy Township as their Zoning Officer and Code Enforcement Officer, and they assist the Township in various activities. He perceives Mr. Cermak and his employees as very efficient and polite; and when people are observed “doing things wrong”, Mr. Cermak has gone to them and

instructed them on how to correct the problem. Mr. Bumbaugh added that Quincy Township has never had a formal complaint about Accredited Services, and they receive “great service” from them.

Mr. Bumbaugh also noted that a second agency can do inspections in Quincy Township, but Department of Labor & Industry reports (and occupancy permits) must be filed/approved by Mr. Cermak because he is designated as the Township’s Building Code Official. He estimated that 90% of the Township’s inspections are conducted by Accredited Services.

Rick Lee, Mont Alto Borough Council - Mr. Lee noted that Accredited Services handles Mont Alto’s code enforcement, zoning and inspections; and they have been very satisfied. In addition, he stated that they have had no “issues” with them, nor were any report/complaints voiced to Borough Council.

Robert Gunder, Quincy Township Supervisor - Mr. Gunder stated that he agrees completely with Kerry Bumbaugh’s earlier statements. He has had four years’ association with Accredited Services (even more with Mike Cermak personally), and has not had a single complaint about his service. Mr. Cermak does an “exemplary job” in all capacities related to the job(s) they have asked him to do.

Mr. Gunder added that Quincy Township *does* have two (2) inspection agencies, mainly for the purpose of convenience for their residents (so they could deal with an agency which is closer to their residence). He noted that having two inspection agencies has been working very well; but he estimated that 90% of the residents have chosen Accredited Services (regardless of where they live) to conduct their inspections. Councilman Martin commented that “freedom of choice is the American way”.

Paul McCarney, W. Fifth Street - Mr. McCarney noted that his concern is not with Mike Cermak, but with the number of permits required in the Borough. Even though he has been in business in Waynesboro for the past 20 years, he was unaware that permits were required to replace furnaces and hot water heaters, etc. Residential work in PA is code-exempt, except in Waynesboro. He stated that every contractor “that is worth their weight” has insurance and displays their PA registration number on their commercial vehicles. President Newcomer responded that Council is aware of concerns with the BOCA Code (and the fact that many of the items in the Code have not been enforced over the years), and they will be discussing the matter further at their next meeting.

Mr. McCarney continued that he does believe individuals should have the opportunity to choose who inspects their work. President Newcomer stated that he hears the comments regarding making a choice, but he noted that the same regulations apply no matter who does the inspection. It was further noted that Dan Sheffler, the Borough’s Code Enforcement Officer, has recommended that Council repeal the 1996 BOCA Code with the exception of the “Electrical” portion. This would alleviate the requirement for permits for installation of such items as hot water heaters and furnaces, etc.

Kerry Bumbaugh - Mr. Bumbaugh asked ... if one of the Borough’s residents had a problem with the Waynesboro Police Department and wanted to call another Department, would you allow them to call Greencastle or Washington Township?

Sandy Cermak, 135 E. Second Street - Mrs. Cermak mentioned a statement made by Mr. McCarney regarding contractors in the Borough all having “licenses and insurance”. She questioned if Councilman McCammon has a license or insurance, as he does electrical work in the Borough. Mr. McCammon replied that he has a Master Electrician’s license in the City of Hagerstown and Washington County, but there were no licenses required in PA (other than certain municipalities) when he was doing this work. Mrs. Cermak noted that the whole state (PA) requires a license, and Mr. McCammon is still doing electrical work in the Borough of Waynesboro. Councilman McCammon stated that he doesn’t do “that much anymore”.

Jim Eck, Mont Alto - Mr. Eck noted that, over the years, he has done a lot of electrical work and began working with Mr. Cermak when his office was located on Wharf Road. Mr. Cermak (and his colleagues) have done a lot of inspections for him; and he always found them to be very well-mannered and intent on upholding the law. Before using Accredited Services, he dealt with another inspection agency. After undergoing further schooling, however, he found that they were allowing things to go through that weren't right. Although he had no obligation to correct them, his conscience guided him to. He also recounted when Mr. Cermak responded immediately to assist with electrical situations which could have been very dangerous.

Mr. Eck cautioned Council to be careful when giving "too many choices" about the number of inspectors and/or code enforcement officers ... because if people don't get the answer they want from "Man A", they'll go to "Man B". If there is going to be a choice, however, he urged Council to ensure that the inspectors are "on the same page".

Mike Cermak asked if Mr. Eck attended the Hubcaps event recently at the High School (the event which Stewart McCleaf was filing a complaint about). Mr. Eck noted that he and his wife were present prior to Mr. Cermak's arrival. Upon questioning by Mr. Cermak, Mr. Eck stated he did not see anything that either he or the Fire Marshall did wrong. Mr. Cermak added that Councilman Martin was also in the front row of the auditorium at this event.

Jeff Todd (Todd Auto Body), Antrim Township - Mr. Todd stated that he has known Mike Cermak for approximately three (3) years; and during that time, the only problems he had with him were "self-inflicted". He explained that their first meeting was when Mr. Cermak visited his property and advised him of things he was doing that were wrong. He also suggested how to fix the problem, provided Mr. Todd with his personal telephone number, and called later to check on his progress. Upon his satisfaction, Mr. Cermak then hand-delivered the permits. Mr. Todd felt that Mr. Cermak has gone "above and beyond" what an individual in his position would have to do. He added that he has not heard anyone say that Mr. Cermak is not doing his job; and he commented that "if it ain't broke, don't fix it". He also suggested that some of the individuals who spoke negatively about him may have their own "personal agenda".

Mr. Todd noted that he had CCIS do an inspection for him in the past, and it cost him a lot more money and took longer. He continues to deal with Accredited Services, by choice, and they have done an exceptional job. Councilman Martin questioned why Mr. Todd had chosen CCIS previously. Mr. Todd explained that Flohr Pools had chosen CCIS for the work they were doing for him ... he has never applied for any permits with anyone but Accredited Services.

Robert Wolff, Ridge Avenue - Mr. Wolff questioned, if two inspection agencies were provided and one didn't "pass" a job, would he have the right to call the other (because he acknowledged that one might tend to be more lenient). Clarification was provided that a third party can do the inspection, but the Building Code Official designated by the municipality must agree to accept/review it. The occupancy permit is then issued by Accredited Services with regard to UCC compliance (and Dan Sheffler issues the final occupancy permit with regard to zoning/land use).

After clarification from Kerry Bumbaugh regarding Quincy Township's Building Code Official designation, President Newcomer recommended that Council keep in mind that only one (1) individual can be designated to file Labor & Industry reports pertaining to the UCC. If they choose to "go that route" and provide two (2) inspection agencies, the public should know that there will be an added cost. Further discussion/query ensued regarding a municipality's right to designate the retention of two or more official inspection agencies – and if an individual goes to Inspector #1 and doesn't get his permit, does he have the right to go to the other duly-authorized permit issuer and ask for "their take on it" and get a permit? Mr. Cermak explained that this happens all the time in Antrim Township, where they have designated two (2) inspection agencies. But he again cautioned that the state will only accept reports filed by the one granted a sort of "administrative lead".

After further discussion on the matter, Councilman Martin questioned what Mr. Cermak would charge if there were two (2) inspection agencies and he was designated as the “final occupancy inspector”. Mr. Cermak replied that he hadn’t given it any thought at this point. He added then, that there is not enough business in Waynesboro for two (2) inspection agencies. If Council chooses CCIS, however, the public “still won’t have a choice, because I won’t be here”.

VOTING ON ITEMS FROM COMMITTEE REPORTS: Councilman Mumma made a motion to grant step increases to the following employees –

- John Baumgardner (to salary level 9D)
- Gordon Cruickshanks (to salary level 18D)
- Larry Freeman (to salary level 10B)
- Mike Pryor (to salary level 13C)

Councilman Stains seconded; the motion passed unanimously.

UNFINISHED BUSINESS

CONSIDER ADOPTION OF AMENDMENT TO OUTDOOR FURNACE ORDINANCE: Mr. Hamberger noted that the proposed amendment to the Outdoor Furnace Ordinance has been advertised for Council’s consideration at this meeting. Councilman Martin made a motion to adopt the proposed ordinance, as presented. Councilman McCammon seconded; the motion passed unanimously.

ORDINANCE NO.

AN ORDINANCE OF THE BOROUGH OF WAYNESBORO, FRANKLIN COUNTY, PENNSYLVANIA, AMENDING ORDINANCE NO. 1074, SECTION III, ENTITLED “REGULATIONS FOR OUTDOOR FURNACES” TO INCLUDE A TIME FRAME FOR THE OPERATION AND USE OF AN OUTDOOR FURNACE WITHIN THE BOROUGH OF WAYNESBORO

Complete copy on file at Borough Hall.

DOWNTOWN TREES (MULCH OR STONE): Councilman Mumma made a motion to place mulch around the downtown trees (because of the nutritional value), as recommended by the Borough’s Shade Tree Commission. Councilman Stains seconded; the motion passed unanimously.

NEW BUSINESS

AWARD BIDS (WATER TREATMENT CHEMICALS, SNOW PLOWING AND REFUSE/RECYCLABLES COLLECTION): Councilman Stains made a motion to award the snow plowing bids to D. L. George & Sons Construction Company, based on their bid of \$65.00/hour for the skid-steer loader and \$70.00/hour for the rubber-tired loader. Councilman McCammon seconded; the motion passed unanimously.

Upon recommendation of Leiter Pryor, Director of Borough Utilities, Councilman Stains made a motion to award the bids for water treatment chemicals as follows:

- Liquid Chlorine #2000 cylinder - Univar USA, Inc.
- Liquid Chlorine #150 cylinder - Univar USA, Inc.
- Sodium Hypochlorite - George S. Coyne Chemical Co., Inc.
- Hydrofluorisilicic Acid - Univar USA, Inc.
- Sodium Polyphosphate - Shannon Chemical Corporation

- Blended Liquid Phosphate/Silicate - Shannon Chemical Corporation
- Caustic Soda (684 lb. drum) - George S. Coyne Chemical Co., Inc.
- Caustic Soda (220-gallon tote) - George S. Coyne Chemical Co., Inc.
- Caustic Soda (50% bulk delivery) - George S. Coyne Chemical Co., Inc.
- Caustic Soda (25% bulk delivery) - George S. Coyne Chemical Co., Inc.
- Hydrated Lime - Thatcher Company of New York
- Activated Carbon - Thatcher Company of New York
- Potassium Permanganate - George S. Coyne Chemical Co., Inc.
- Liquid Polymer - Pollu-Tech, Inc.
- Aluminum Sulfate - Delta Chemical Corporation

Councilman Greenawalt seconded; the motion passed unanimously.

Mr. Hamberger noted that Waste Management, the current collector for refuse/recyclables, was the low bidder again for the upcoming contract. The only change being made in the specifications is that brush and tree trimmings will be collected every other week (on the weeks opposite of recyclables). Councilman Mumma made a motion to award the contract to Waste Management, subject to review of their insurances and bonding. Councilman McCammon seconded; the motion passed unanimously. Mr. Hamberger added that the new price for solid waste collection is actually lower than the cost currently being paid.

RESOLUTION NO. 2009-16 (MAINSTREET, INC.): President Newcomer commented that he and Mr. Hamberger feel that additional details need to be obtained prior to approval of this resolution. He suggested that they will meet with Mainstreet Waynesboro, Inc., and can discuss the matter further at Council's next meeting. Council concurred.

PUBLIC IN ATTENDANCE - NON-AGENDA ITEMS:

Frank Bittner, 842 Anthony Avenue - Mr. Bittner commented on the positive items which have occurred recently in Waynesboro – utility work in the Square is finished (no more traffic hold-ups); brick sidewalk work is basically completed (over 30,000 bricks were laid); some funds have been secured to continue the brick work further out Main Street; *The Waynesburger* is celebrating their Open-House with half-price items; new traffic signals are in place, new parking meters are installed; the *John Wallace Kitchen* has undergone a major face-lift (new paint, stone work, patio, shade trees, improved rear access and secure handrails); the Square is outfitted with a very nice Christmas tree; street lights are decorated (several trees still need to be removed); and several new businesses have moved into town. Mr. Bittner added that, despite the previous complaints about brick sidewalks, this evening he witnessed a gentleman in a power wheelchair “slide up the street” with no bumps or jolts. He stated that “all this goodness certainly demands recognition of Council’s labors”, as well as Kevin Grubbs, Denny Benschhoff, and the volunteers and other helpers. The public gave a round of applause.

Pat Crouse - Ms. Crouse noted that Waste Management customers in Washington Township can rent a large tote for \$1.50/month. She requested that the Borough look into something similar for its residents, as this would eliminate trash bags along the street which can be destroyed by animals.

CLARIFICATION OF DUTIES OF THE CODE ENFORCEMENT OFFICER AND THE BUILDING INSPECTOR: Councilman Martin requested that Council discuss this matter, as he has several questions that need clarification. He noted that Dan Sheffler is the Borough’s Code Enforcement Officer; and he is the one who issued the occupancy permit to the High School. If there is a stop-work order, shouldn’t it be his duty to issue it? Mr. Cermak noted it would depend on whether the stop-work order has to do with zoning or building issues. Mr. Sheffler advised that he handles zoning (location of items constructed on a property), code enforcement and property maintenance. It is Mr. Cermak’s job if someone is doing something required by the UCC. Mr. Cermak added that Accredited Services is

obligated to enforce state and local Building Codes, because they are designated as the Borough's Building Code Official.

TWO (2) BUILDING INSPECTION SERVICES IN THE BOROUGH OF WAYNESBORO (ALLOWING FOR RESIDENTS TO CHOOSE): Upon hearing all comments this evening, Councilman Mumma strongly urged (and made a motion as such) that Council postpone a decision on the matter until they have "level heads" and can make a wise decision. He thanked the public and representatives from other municipalities for taking time to attend and voice their opinions. Councilman Stains seconded. The motion passed 5-1 (Councilman McCammon opposed).

FOR INFORMATION ONLY

INVITATION TO GRAND RE-OPENING CELEBRATION (ADVENTURES IN COFFEE): President Craig Newcomer noted that Council members are invited to attend a Grand Re-Opening Ceremony at *Adventures in Coffee* the following day at 9:00 a.m. He noted that the new owners are very hospitable, and have shown a genuine interest in Mainstreet Waynesboro, Inc. and Waynesboro as a whole.

PAY BILLS: Councilman Mumma made a motion to approve payment of the Voucher Lists dated 11/09 and 11/10. Councilman Stains seconded; the motion passed unanimously.

COUNCIL AND STAFF COMMENTS: Mr. Hamberger noted that, following "Council and Staff Comments", Council will recess to a budget meeting.

Councilman Martin noted his appreciation to everyone who attended tonight and voiced their comments. He noted that discussions will continue and he feels sure that Council will "come up with the right answer".

Kevin Grubbs reported that he received a call from Sheila Runyon, a horticulturist, who offered to sell the Borough eight (8) trees. He referred her to Tom McCloud, Chairman of the Borough's Tree Commission. The trees are approximately 3" in diameter and 15' in height, and would cost of a total of \$1,060. Mr. Grubbs noted that these trees do not "bloom out large" and would be ideal for use in the Rotary parking lot. In addition, they can still be planted this season, as we have not yet had a frost. Discussion followed regarding previous discussions with Harry Morningstar regarding MSI's donation of trees and/or the funds to purchase trees. President Newcomer recommended moving forward, but checking with Mr. Morningstar first to see if they have already purchased trees. Councilman Martin made a motion that if Mr. Morningstar has trees, these are not needed; but if he has individuals who will pay for the trees, they can purchase these. Councilman Mumma agreed that these types of trees will be suitable, and seconded the motion. The motion passed unanimously.

Councilman Greenawalt noted he appreciated the "good turn-out" at this meeting. He added that he was hoping for a report on donations for the brick sidewalk work. President Newcomer recalled that the amount he last heard was "close to \$40,000".

Councilman Mumma thanked everyone for their attendance, and noted their thoughts were "well received".

Mayor Starliper requested that a new centerline be painted on Second Street, in the block between Myrtle and Virginia Avenues (due to the removal of parking on the south side). It was suggested that this be done in the spring so the paint can dry sufficiently.

President Newcomer thanked the public for their attendance, and he assured Stewart McCleaf that Council members will review the complaint he submitted.

Council recessed to a budget meeting at 9:13 p.m. and reconvened to regular session at 10:00 p.m.

Councilman Martin made a motion to approve the tentative 2010 budget for advertisement. Councilman McCammon seconded; the motion passed unanimously.

Councilman McCammon made a motion to adjourn the meeting at 10:08 p.m. Councilman Greenawalt seconded; the motion passed unanimously.

Respectfully Submitted,

Melinda S. Knott
Administrative Assistant