

## POSITION DESCRIPTION

### JOB TITLE:

Administrative Assistant

### GENERAL PURPOSE:

This is a non-exempt position that performs a variety of clerical, secretarial and administrative work in keeping official records and provides administrative support to the fire command staff, while exercising initiative, sound judgment, and discretion in the performance of duties.

### SUPERVISION RECEIVED:

Works under the close supervision of the Fire Chief.

### SUPERVISION EXERCISED:

Exercises supervision in the completion of EMS and Fire documentation.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Answers and operates central telephone system and routes callers or provides information as required.

Operates radios as needed and assists in radio communications when required.

Receives the public and answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate staff member.

Serves as cashier including receipting of payments and various other payments.

Assists in the procurement of department materials and supplies by providing statistical data.

Operates office equipment as required.

Receives incoming mail, processes outgoing mail.

Composes, types and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, familiarity with technical terminology and completeness.

Prepares records such as notices, minute and resolutions.

Screens incoming calls and refers to appropriate staff for action; assembles relevant attachments or notes for instruction or disposition.

Schedules appointments, and performs other administrative and clerical duties.

Inputs data to standard office and department forms and software.

Maintains updated and accurate emergency contact lists.

Develops or compiles documents, correspondence, and materials including all programmatic reports required for reimbursement of expenses related to federal, state and other government grants or declarations.

Manages EMS billing and collection services.

Practices continuous learning through individual study, classroom training, seminars and conferences.

Performs related work as required.

PERIPHERAL DUTIES:

Work with other City staff on special projects.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

High school diploma or equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping.

Necessary knowledge, Skills and Abilities:

Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; knowledge of accounting principles and practices.

Skill in operation of listed tools and equipment.

Ability to perform Cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

Working knowledge of two-way radio communications equipment.

Thorough knowledge of department operations and organization.

Ability to maintain records, to assemble and organize data and to prepare reports from such records.

Ability to make independent decisions in accordance with established policies and procedures.

Ability to learn and use specialized language and terms.

Ability to work under pressure and meet deadlines.

Ability to prioritize, organize and perform independently.

Ability to establish and maintain effective working relationships with employees and the public.

Ability to deal with public relations problems courteously and tactfully.

Thorough knowledge of all requirements of HIPPA.

Ability to balance multiple deadlines and assignments effectively.

SPECIAL REQUIREMENTS:

May be required to report to work to serve customers during emergency conditions.

TOOLS AND EQUIPMENT USED:

Phone Switchboard, mainframe computer terminal, personal computer including word processing, departmental and accounting software. Copy machine, postage machine, fax machine, two-way radios, calculator.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet, but subject to stressful, noisy periods, as they relate to radio operations during emergency scenes.

NOTE: The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.