



## **JOB DESCRIPTION**

### **Administrative Assistant**

**REPORTS TO:** Fire Chief

**DIVISION:** Administration

**FLSA STATUS:** Non-Exempt

**JOB STATUS:** Full Time

**REVISION:** N/A

**DATE:** January 1, 2016

#### **Summary of Position:**

This is a full-time, non-exempt, non-supervisory position reporting to, and at the direction of, the Fire Chief. Individuals assigned to this position are expected to: show professional conduct, be attentive to detail, demonstrate a high degree of accuracy, manage work flow consistently and efficiently, meet deadlines, follow through, keep work organized and easily accessible, think independently and problem solve, work with employees at all levels of the organization, and be discrete and confidential in handling job responsibilities. The Administrative Assistant (AA) will also be a backup and support to the Accountant and must be able to cross train in necessary Accounts Payable, Receivable, and Payroll functions. Additional daily duties will be to provide face to face, telephone, social media, and email customer service.

#### **Example of Administrative Duties and Responsibilities**

- Provide independent administrative support: arrange meetings and coordinate schedules; prepare confidential correspondence, comprehensive reports, surveys and memorandums; attend meetings and provide accurate meeting minutes. Responsible for compiling, summarizing and reporting findings which may include providing recommendations. May assist with miscellaneous desktop publishing and computer-generated audio/visual production.

- Receive incoming telephone calls for employees and the public using professional and courteous phone etiquette and with sensitivity to the diversity of a multi-cultural audience. Respond to and answer questions and requests within the realm of authority and forward calls to appropriate personnel.
- Maintain accurate, complete, and easily accessible paper and electronic records and filing systems, including confidential documents. Ensure that the integrity of the information is maintained.
- Monitor budget use in areas of assignment.
- On a regular basis, exercise administrative judgment and assume responsibility for decisions, consequences and results having an impact on individuals, the organization and the quality of service within the assigned area. Responsible for keeping the supervisor informed of any issues that may have an adverse impact on the district so that undue escalations can be avoided and proactive solutions considered.
- Apply mathematical and accounting skills as required.
- As an employee of an emergency response organization, may be required to report to work in times of disaster.
- May be required to work outside of job description during times of disaster.
- May be required to work some evenings and/or weekends.
- Miscellaneous other duties as required or assigned.
- Must obtain and maintain AHA CPR and First Aid Certification within 6 months of hire.
- Proficient with the use of Microsoft Office Suite Products; QuickBooks experience preferred.

### **Example of Accounting Duties and Responsibilities**

Must cross train into a backup role being able to efficiently and accurately process:

- Vendor Payments
- Review and resolve payment issues
- Process payments from a variety of sources
- Produce invoices
- Prepare and submit an accurate payroll and be able to comprehend complex work rules in processing firefighter pay.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty thoroughly and acceptably. Reasonable accommodations may be made to enable individuals with limited disabilities; however, accommodations may not be available for the essential functions listed above due to bona fide occupational requirements. Individuals must satisfactorily complete a criminal history background check and have a valid driver's license with the ability to be insured to operate district vehicles. The requirements listed in this job description are representative of the knowledge, skills and/or abilities required. The employee will strive at all times to excel in the following competencies necessary to accomplish the core and division duties listed:

## **Knowledge**

Must be proficient in:

- Office administration and bookkeeping procedures.
- Business letter writing, email communications and report preparation.
- Advanced principles and procedures of record keeping and filing to include both hard copy and electronic.
- Customer service and team building techniques.
- Knowledge of Social Media trends and tools.

## **Skills and Abilities**

Must demonstrate the following skills and abilities:

- Ability to read, write, speak and communicate using the English language.
- Bilingual in Spanish is preferred.
- Ability to maintain a high level of accuracy and confidentiality concerning financial and personnel matters. Ability to effectively handle confidential, difficult and sensitive issues by using tact, diplomacy, and an understanding of the organizational culture, climate and/or politics. Due to access to personnel and patient care records strict confidentiality is a nonnegotiable job requirement.
- Excellent interpersonal skills including the ability to build and maintain effective team relationships with employees, public officials and the public. Consistently respect the individual values of all departmental employees and members of the community. Effectively communicate, build rapport and relate well with diverse populations.
- Ability to anticipate, analyze, diagnose, and problem solve.
- Attention to detail.
- Very effective organizational skills.
- Proficient skill and ability to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals, and to compute percentage rates and other calculations as applied to basic payroll and accounting functions.
- Ability to accurately type 50 words per minute, or at an acceptable level of proficiency as required by the position.
- Demonstrate self-control and an ability to manage time, multiple projects and priorities with minimal supervision. Ability to work under stressful conditions with various personality types and expectations.
- Ability to emphasize the concept of customer service in all aspects of interacting with the community by anticipating and meeting customer needs, wants, and expectations whenever possible.
- Decision making skills.
- Will be required to operate district owned automobiles or personal vehicle (not large fire apparatus) for company business as needed.

**Education and/or Experience**

- A High School Diploma or General Education Degree (GED) equivalent
- Two (2) years of recent experience in a responsible, independent administrative support position, and
- A two-year degree in an accounting or business-related field, or any combination of education and experience, which demonstrates competency to perform the duties outlined in this job description.
- Experience in payroll processing using QuickBooks / Paylocity payroll system preferred
- Experience in maintaining filing systems
- Experience with customer service in a front office, coordinator, or retail setting.

**Personal Attributes**

Must demonstrate the following personal attributes:

- Be honest and trustworthy
- Be respectful, professional and courteous
- Possess cultural awareness and sensitivity
- Be flexible
- Possess sound work ethics

**Supervision:**

This position will be under the direct supervision of the Fire Chief with regular interaction with the Fire Marshal, Operations Chief, Accountant, and Battalion Chiefs. Within the organizational structure and system, this position may be required to work under the direction of any District Officer or Company Officer Firefighter in order to accomplish critical tasks and assignments.

**Acceptance:**

I hereby acknowledge receipt of the job description, have read it and agree to accept the above captioned position of Community Outreach Coordinator; subject to the provisions contained herein.

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Signature

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Date