



CHELAN FIRE AND RESCUE

JOB DESCRIPTION
ADMINISTRATIVE ASSISTANT/RECEPTIONIST
JOB DESCRIPTION 013.1

Division: Administration

JD 013.1

Date 04/01/2011

ISSUED BY: Chief Lemon

DEFINITION:

Work is characterized by a moderate degree of difficult, complex, specialized and confidential administrative duties. The Administrative Assistant/Receptionist provides a variety of administrative assistance duties in support of the Fire District's and its administrative staff and is expected to have the ability to make decisions and take responsibility for such decisions; exercise independence, judgment and initiative.

The Administrative Assistant/Receptionist may be required to perform a wide variety of support duties that included, but are not limited to; planning, coordinating, organizing and completing administrative projects and details not requiring the immediate attention of the Administrative Office Manager; supervising daily office activities to relieve the Administrative Office Manager and the Fire Chief of administrative details as needed.

The Administrative Assistant/Receptionist may be required to deal with unusual situations and irate and/or difficult individuals requiring conflict management skills. This person is required to maintain professional composure and demonstrate tact, patience and courtesy at all times.

SUPERVISION RECEIVED AND EXERCISED

The Administrative Assistant/ Receptionist reports and is accountable to the Administrative Office Manager. The position requires minimum supervision and is expected to be self-motivated and take accountability for the actions of self and subordinate personnel when assigned. The incumbent is responsible for following the rules, regulations and policies of the Fire District as established. The Administrative Assistant/Receptionist works in concert with the Leadership and Management Teams and keeps the Administrative Office Manager and Fire Chief informed on administrative matters.

Supervises: Administrative support volunteers of various skill levels; repair vendors; and other personnel, from time to time, as identified or assigned by the Administrative Office Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Serve as assistant to the Administrative Office Manager relieving the Administrative Office Manager and other administrative staff of details and work as may be appropriate. Help to ensure the office operates efficiently and effectively; coordinates communications and other details.

Greet customers and employees; applies quality customer service principles and concepts to assist internal and external customers in a patient, courteous and tactful manner to reflect a positive image of Chelan Fire and Rescue.

Communicate and provide and/or explain information related to the operation of the Fire District in person and/or on the telephone to other Fire Districts and personnel, outside agencies and the general public; screen and refer individuals to appropriate staff as needed.

Processes accounts payable, ensures invoices and vendors are recorded for accurate payable processes in conjunction with the districts procedures and supported with documentation. Completes entry of accounts payable to both county and in house A/P systems.

Record and prepare minutes from a variety of meetings; review and proof read documents, records, and forms for accuracy, completeness and conformance to applicable rules and regulations; and prepare a variety of correspondence, memoranda, documents, reports and other material as directed.

When directed, advertise and maintain the small works roster and vendor list. Ensure proper documents and forms are obtained for each vendor and that all state and federal requirements are met.

As assigned, establish and maintain procedures for systematic retention, protection, retrieval, transfer and disposal of inter-related records, files and information in accordance with WAC 434.640; maintain payroll and personnel records (database) for the Fire District.

Open, sort and route mail; prepares outgoing mail and bulk mailings.

Order, receive, store, distribute and maintain an inventory of office supplies and forms.

Maintain the calendar for Administrative staff, when assigned; schedule appointments; and make travel and lodging arrangements as required.

Maintains meeting room schedule information in the district calendar.

Maintain knowledge of, and ability to, operate standard office equipment including copiers, computers and related software.

Maintain and up-date the Fire District's Social Media and web-site regularly.

Attend meetings, seminars, conferences and training as appropriate; maintain a current understanding of fire district functions, programs, and laws governing the Fire Service.

Serve in a support role at emergencies or disasters to coordinate long-term administrative, logistical needs.

Maintain an awareness of the procedures to follow to insure proper handling of walk-in aid calls, fire alarms, and other emergency requests for service.

Understand and work towards being able to fill the role of JD 013, Administrative Office Manager to fill in for the Administrative Office Manager during vacations and other short/long term absences.

Perform other related duties as assigned by the Administrative Office Manager and/or Fire Chief.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge:

- Knowledgeable in the application of basic Fire District policies, procedures, and structure.
- Knowledgeable in the applicable local, state and federal laws, codes, regulations and ordinances governing Fire Districts.
- Knowledgeable in information management, filing systems and other clerical services.

Skills:

- In operating modern office equipment and utilize current practices, procedures and equipment including personal computers and related software such as word processing and spreadsheet programs and specialized fire service software.
- Skilled in the correct use of the English language, grammar, spelling, punctuation, vocabulary and written communications skills.
- Skilled in processing, tracking and distribute multiple/simultaneous calls that frequently disrupt routine assignments in an accurate and professional manner.
- Skilled in taking minutes from a variety of meetings; review and proof documents, records, and forms for accuracy and prepare a variety of correspondence, memoranda, reports and other written material

Ability:

- Ability to provide quality customer service using interpersonal skills, tact, patience and proper telephone techniques and etiquette.
- Ability to establish and maintain cooperative and effective working relationships with others and function effectively as a member of the "team."
- Ability to work independently with little direct supervision and maintain confidentiality.
- Ability to maintain flexibility in work hours as well as work assignments to support the team as a whole.

QUALIFICATIONS

Education and Experience:

- High school diploma, general education degree (GED).

Desirable:

- Administrative support experience in a fire district or public setting.
- Customer service experience is preferred.
- AA degree or two (2) years of experience in a clerical setting. A BA is preferred

Special Requirements:

- Current Washington State driver's license or ability to obtain one by employment date.
- Maintain an acceptable driver's insurance risk rating with the company insuring the fire district.
- No felony convictions or disqualifying criminal histories within the past seven years.
- Ability to speak read and write the English language.
- First Aid card or ability to obtain one within three months of employment.

Or: Any combination of relevant education and experience, which would demonstrate the individual's knowledge, skill and ability to perform the essential duties as listed above as approved by the Fire Chief.

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer and related software, multi-line telephone, fax machine, copy machine, calculator, projector, and typewriter. Employee may also be required to operate a handheld radio.

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 regularly required to sit for extended periods of time; use hands and fingers to operate objects, handle, or controls; feel; talk or hear. The employee frequently is required to reach with hands and arms and type on keyboard for extended periods of time. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close, distance and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed indoors in an office environment, and in non-emergency and emergency operation situations, frequently interrupted by inter-office activities, telephone calls, walk-in employees and citizens, etc. Maybe exposed to individuals who are irate or hostile. The noise level in the work environment is usually moderate to high. Incumbent is required to periodically support department field operations or be required to work at other Fire Department offices. The Administrative Assistant/Receptionist may also be called back for emergency support services after hours.

SELECTION GUIDELINES:

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The essential duties and responsibilities listed above are intended only as an illustration 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.

It is understood that this is an at will employment position and the selected employee will be required to successful complete a one year probationary period as part of the hiring process

Signatures to this document verify that the employee and employee's supervisor have reviewed the job description and the employee understands the job description and all related duties. 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.

SIGNATURES:

Employee's Signature	Date	Supervisor's Signature	Date
----------------------	------	------------------------	------

** Note: This document will be reviewed and updated when this position becomes vacant; or, if the duties of this position are changed significantly.