

ADMINISTRATIVE SPECIALIST II (FIRE DEPARTMENT)

FLSA Status – Non-Exempt

EEO Code – F/Office and Clerical

Class Code – E611

GENERAL DESCRIPTION OF THE DUTIES

The Administrative Specialist II (Fire Department) performs a variety of administrative support duties of moderate complexity requiring knowledge of Fire Department functions and procedures.

DISTINGUISHING CHARACTERISTICS

This is the journey-level classification within the Administrative Specialist series and is distinguished from the Administrative Specialist I by the performance of the full range of duties assigned and the exercise of judgment. At this level, employees receive only occasional instruction or assistance as new or unusual situations arise, and are fully competent in interpreting and applying operating policies and procedures. This classification is distinguished from the Senior Administrative Specialist by the level of responsibility assumed, the complexity of duties assigned, and the lack of lead worker supervision.

SUPERVISION RECEIVED

This position works under the immediate supervision of the Fire Department's Office Manager.

SUPERVISION EXERCISED

This position does not supervise others, but may provide training and orientation to newly assigned personnel regarding operating policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties and responsibilities listed should not be construed to be all-inclusive. The essential job duties will include other responsibilities as assigned and required.

1. Responds to incoming phone calls and front counter customers by providing customer assistance and information to the public regarding classes, departmental procedures, and service-related information. Refers individuals to others in the organization as appropriate.
2. Develops communications, processes documents, files, maintains electronic records, and verifies information. Additionally, this position assists others with these functions.
3. Administers the FireMed program, including, but not limited to, promotion, billing, deposits, data input, correspondence, and records maintenance.
4. Receives, sorts, and distributes incoming Fire Department mail, and prepares and transports outgoing mail to City Hall.

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5. Provides clerical support to others, including word processing, meeting arrangements, and mailings.
6. Prepares and distributes meeting notices and agendas. Attends meetings as required to take minutes, transcribe minutes into a prescribed format, and distributes them as appropriate.
7. Provides back-up for Office Manager to include, but not limited to, procurement and payroll system, training records, scheduling, and other data input.
8. Uses word processing, spreadsheets, and records management system (RMS) applications to prepare documents and reports.
9. Maintains the Department RMS including database management of names, addresses and phone numbers for Department employees and volunteers, emergency calls, and training records. Completes State of Oregon required reports concerning Oregon National Fire Incident Reporting System (ONFIRS).
10. Coordinates and maintains Department self-assessment documentation for accreditation process.
11. Trains others in the use of the RMS system.
12. Orders and maintains stock levels on all office supplies including printer cartridges and special requests, as needed.
13. Reviews Patient Care Reports for accuracy and billing preview.
14. Maintains and monitors a Department Customer Service Survey.
15. Uses the Customer Service Survey to compile information from ambulance customers and/or family members to determine quality control. Uses information received to develop spreadsheets and charts for distribution to the Fire Chief.
16. Publishes and distributes the Rural Fire Newsletter.
17. Represents the Department by joining and attending various committees and meetings.
18. Maintains front office and lobby area in a clean and orderly manner.
19. Complies with federal, state, and City laws, rules and regulations regarding employment.

OTHER DUTIES AND RESPONSIBILITIES

1. Maintains professional currency by attending conferences and seminars, and meeting with others in areas of responsibility.
2. Performs other duties as assigned.

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KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- * General office practices and procedures;
- * City and Department policies and procedures;
- * Basic math and business English;
- * Public relations techniques to work effectively with customers in person or by telephone; and
- * Receipt and accounting of cash transactions.

Skills in:

- * Use of office equipment such as personal computers, calculators, fax machines, and copiers;
- * Word processing, spreadsheet, and database applications;
- * Composing, drafting ,and editing business correspondence and reports;
- * Organizing assigned work and prioritizing tasks to meet assigned deadlines; and
- * Communicating effectively and professionally with internal and external customers, sometimes under stressful conditions.

Ability to:

- * Learn computer software applications;
- * Complete tasks in a busy front office atmosphere with interruptions from others;
- * Maintain accurate records;
- * Research requests and interpret information to ensure accuracy in communicating information to the public;
- * Deal professionally and appropriately with others
- * Communicate effectively with internal and external customers;
- * Communicate technical information to nontechnical audiences;
- * Seek out and take on projects to help other Department personnel as time allows;
- * Establish and maintain effective working relationships with others;
- * Manage interruptions and changing priorities;
- * Remain calm in stressful situations;
- * Process technical transactions quickly and accurately; and
- * Work in a safe manner.

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EDUCATION AND EXPERIENCE

Any equivalent combination of education and experience that demonstrates the knowledge, skills, and abilities is qualifying. A typical way to qualify would be a high school education, specialized training in office practices, and responsible administrative experience.

WORKING CONDITIONS

Work is performed primarily in an office environment and a small amount of time outside the office is required for attendance at meetings and seminars. Normal work hours are from 8:00 a.m. to 5:00 p.m., but this schedule is subject to change.

PHYSICAL AND MENTAL DEMANDS

While performing the duties of this position, the employee is frequently required to stand, sit, communicate, reach and manipulate objects, tools or controls. The position requires interpersonal skills, teamwork, customer service, fluent English, use of discretion, basic math, accuracy and organization. Duties involve moving materials weighing up to 10 pounds on a regular basis and infrequently weighing up to 25 pounds. Manual dexterity and coordination are required over 50% of the work period while operating office equipment, and some work requires repetitive motion. Qualified individuals with a disability will be reasonably accommodated to perform the essential functions of this position.

Approved By _____ Date _____
(Department Director)

Adopted By _____ Date _____
(City Manager)

Established: 02/10
Revised: 05/15