

CITY OF TWO RIVERS, WISCONSIN

JOB DESCRIPTION

POSITION TITLE: Administrative Assistant

DEPARTMENT: Fire Department

DIVISION: Public Safety

PAY GRADE: Non-Union Pay Grade 18

FLSA STATUS: Exempt

GENERAL PURPOSE:

Acts as office manager for Two Rivers Fire Department. Performs a variety of reception, secretarial, complex clerical, accounting, and confidential medical and labor relation duties. Provides administrative support including technical assignments, coordinates office activities, performs word processing and typing, administrative detail and budgeting. Performs related and other work as required. This position is classified as a "Confidential Employee".

SUPERVISION RECEIVED:

Works under the general supervision of the Fire Chief and Assistant Chief of the Department.

SUPERVISION EXERCISED:

May coordinate, instruct, and/or supervise the Tech Prep and part-time employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Initial department contact person.
- Receives and screens visitors and telephone calls, providing direction and proper routing.
- Responds to questions regarding departmental policies, procedures, and practices, ensuring the appropriate distribution and release of information.
- Contact person for patient information, questions, and concerns; ambulance billing service; and insurance communications.
- Reviews ambulance reports and compiles treatment, medical, and person information to be submitted for billing.
- Reviews fire, haz-mat, and other incident reports for inaccuracies, billing and submission to insurance.
- Maintains ambulance, fire, and other incident records.
- Compiles, computes, rectifies, submits, and maintains fire department payroll records.
- Completes and submits state and local reports and assists others in completing state and local reports.
- Assists in completing the department's yearly report, CIP report, and in the development of other reports and presentations as needed.
- Prepares personnel portion of the fire/ambulance budget and assists in completing the department's total budget.
- Prepares personnel action sheets and other job/status change information including legal documents.

- Assists and instructs department personnel in general and specialized computer usage.
- Creates requested forms, databases, spreadsheets, tables and other computer documents.
- Routine office tasks; sorting and distributing mail; copying, filing, faxing, and typing.
- Administers and maintains a medical equipment loan program that serves the needs of any county resident.
- Prepares, submits, and maintains account receivable invoices for departmental services; classifies, submits, and maintains department accounts payable invoices and supporting documentation.
- Composes and types a variety of letters, memoranda, instructions, and other documents on own initiative from written or verbal instruction, may be sensitive, complex and technical.
- Proofreads typed or printed work; check records and reports for grammatical construction and completeness, clerical and typing accuracy, and for compliance with established standards and special instruction.
- Schedules department meetings and assists with meeting preparation.
- Schedules the use of the facility for city and/or public group.
- Conduct facility tours.
- Schedules inspections, appointments and events.
- Make travel arrangements and conference reservations.
- Attends various department, city and county meetings; takes, compiles, and distributes minutes when requested.

PERIPHERAL DUTIES:

- Conducts routine research; compiles data and performs routine statistical analysis; organizes information necessary for the completion of reports and projects.
- Receives and relays emergency calls; operates fire department radios and other emergency communication equipment.
- Assists with various public service activities within the department and off department grounds.
- Performs dispatching, transports personnel and/or supplies.
- General department operational tasks for emergency and non-emergency situations as assigned/required.
- Protect confidential information by preventing unauthorized release, both verbal and/or in writing.

DESIRED MINIMUM QUALIFICATIONS:

Entry Level:

Education and experience:

1. High school diploma or GED equivalent
2. Associate degree in Business/Accounting or related field and/or educational and experience in general office practices. Experience such as, but not limited to: filing, typing at least 40wpm, the operation of phone systems, computers, fax machines, data processing, word processing, and spreadsheet operations, business writing, business math, and accounting procedures.
3. CPR Certified or can obtain certification

4. The ability to meet the special requirements below

SPECIAL REQUIREMENTS:

Entry Level:

1. Must be 18 years or older at the time of employment.
2. Must possess a valid Wisconsin Driver's License.
3. Must be a U.S. citizen.
4. Must be able to read, write and speak the English language.
5. Must be of good moral character and temperate and industrious habits.
6. Must be able to pass all current hiring requirements.

DESIRABLE SELECTION CRITERIA:

Previous experience with government agency (Fire/EMS preferred). Additional college credits in a closely related field.

SELECTION GUIDELINES:

Entry Level:

Formal application; competency testing; oral/assessment examinations; background verification and check; final selection.

KNOWLEDGE, SKILLS AND ABILITY:

Knowledge of:

- Policies, procedures, and standard operating guidelines of the City of Two Rivers and City of Two Rivers Fire Rescue.
- Pertinent Federal, state and local laws, codes, regulations and standards Safety Standards, procedures, and precautions utilized in firefighting and EMS activities and CPR.
- The geography of the city and surrounding area.
- Modern office procedures, methods and computer equipment, programs, applications and use.
- Specialized communication equipment.
- Mathematical and accounting skills.
- English usage, spelling, grammar and punctuation.
- Business letter writing and report preparation.
- Advanced principles and practices of budget preparation and administration.
- Safe work practices and procedures.

Skill in:

- Communicate orally and in written form.
- Compiling relevant data and prepared budget documents.
- Assembling and preparing data for report presentations.

Administrative Assistant-Fire

Ability to:

- Comprehend and follow oral and written directions promptly and accurately.
- Prioritize workload to effectively carry out responsibilities in a timely manner.
- Work under stress and use good judgment in emergency situations.
- Exercise a high degree of self-discipline.
- Communicate clearly and concisely, both orally and in writing; prepare clear concise reports.
- Operate specialized emergency communication equipment.
- Safely operate department vehicles.
- Compute mathematic computations and tabulations accurately and with reasonable speed.
- Operate computers, calculators, and related equipment; perform creative writing, business writing, proofreading and editing.
- Tactfully respond to requests and inquiries from the general public on community issues, concerns and needs in accordance with laws, regulations, and established policies.
- Represent the City and the department in answering questions, responding to inquiries, providing assistance, and dealing with concerns from the public, community organizations, other City staff, and other agencies.

TOOLS AND EQUIPMENT USED:

Computers, printers, copying machines, fax machines, calculators, phones, cameras and video equipment, portable and base emergency radio equipment, small maintenance tools and department utility vehicles.

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 stand; walk; use hands and fingers, handle, or operate objects, tools or controls; and reach with hands and arms. The employee is frequently required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and/or hear.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and the ability to focus.

Ability to lift and/or move 25 pounds

WORK ENVIRONMENT:

The work environment characteristics 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.

Work is primarily performed in a quiet office setting. The individual is exposed to hearing telephones, alarms, routine and emergency dispatch radio transmissions, and at times exposed to the elevated noise levels of sirens, air compressors and engines.

OTHER CONDITIONS:

Formal application, rating of education and experience, written test; oral interview; background investigation, medical evaluation; drug and alcohol testing; and other job-related tests may be required.

The duties listed above are intended only as 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. In addition, descriptions/specifications are intended to outline the minimum qualifications necessary for entry into the position/classification and do not necessarily convey the qualifications or incumbents within the position/class.

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.