CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Fire Department Office Assistant**	**UNION:1937**
		SG:106
CLASS TITLE:	**Office Assistant II**	**CS:Y**
		FLSA:Y
DEPARTMENT:	**Fire**	**EEO4/SOCCODE:AS/43-4171**

JOB SUMMARY:

Serves as primary receptionist for the Fire Department. Performs a variety of detailed and technical clerical and support tasks utilizing computerized systems to prepare correspondence, forms and reports. Performs data entry, inventory and maintains a variety of records. Answers multi-line phone system, responds to or directs citizen calls and provides department information to the public. Work requires close attention to detail and deadlines.

SUPERVISORY RELATIONSHIPS:

Reports to the Fire Administrative Services Manager. Receives assignments from, and has work reviewed by the Fire Chief, Assistant Chiefs, Division Chiefs, Training Captains and the Fire Administrative Services Manager. Works independently under general supervision and the guidance of City and departmental policies and procedures, City regulations and applicable state law.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Serves as the primary receptionist for the Fire Department, providing relevant information in-person, by telephone and email to the public, other public safety agencies and department and City employees. Screens incoming calls and visitors. Provides information regarding department, division or City services or processes within scope of authority. Receives, sorts screens and routes incoming mail and email for internal distribution.

2. Provides administrative support to Fire Department personnel. Composes routine correspondence, maintains a variety of hard copy and computerized files, prepares meeting agendas and distributes meeting materials as appropriate. Maintains computerized calendars. Prepares departmental forms, templates, flyers, brochures and business cards. Assists with organizing and supporting administrative processes and procedures to improve workflows and organization within the scope of responsibility.

3. Schedules various department events, meetings, station tours, presentations and ride-alongs. Schedules or assists with scheduling interviews for hiring, specialty and promotional interviews. Checks-in interview candidates for new hire processes. Provides administrative support for special events such as graduations, promotional ceremonies, open houses and assessment centers including meals and hotel accommodations.

4. Maintains fire department inventories including office, medical and station supplies. Contacts vendors and researches purchase information; places and tracks orders; updates and maintains bid pricing; tracks purchase and replacement history; and, coordinates repair and return of equipment, as needed. Issues safety equipment (new and replacement), and operational and office supplies. Researches and utilizes required bid pricing in accordance with City purchasing

policies. Places orders for medical supplies and equipment, as directed by EMS Division personnel. Communicates with EMS/Operations Division personnel regarding substitutions, backorders and order discrepancies. May pick up or deliver orders from local vendors.

5. Distributes and performs inventory of controlled drugs. Coordinates disposal of expired inventory as required by DEA. Orders and receives controlled drugs in accordance with DEA requirements and inventory control requirements in PSTrax system. Communicates with EMS Division regarding substitutions, back orders, and discrepancies.

6. Provides administrative support for EMT and Paramedic certification tracking. Maintains and updates record-keeping system using manual and automated methods. Monitors and updates certification expiration dates and proactively sends reminders to employees and EMS Training Captain. Notifies EMS Training Captain of lapsed certifications for follow-up.

7. Schedules training and makes travel arrangements for staff, including registrations, out-of-town reservations, transportation and lodging. Prepares and processes travel authorizations, completes travel advance requests and expense reports.

8. Prepares, maintains and updates a variety of records, databases and files including, but not limited to, AlertSense and ICS Training for City employees and other departmental records. Enters and verifies information, files and retrieves documents, updates and tracks records as needed. Identifies and corrects discrepancies or outdated information and assists in maintaining accurate recordkeeping systems. Ensures files and data are handled in accordance with established procedures and policies.

ADDITIONAL WORK PERFORMED:

1. Maintains office equipment, scheduling repairs and maintenance.

2. Files and maintains employee training files, as needed.

3. Recommends and implements improvements to administrative processes and procedures to improve workflow and organization within the scope of responsibility.

4. Performs other related duties within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Thorough knowledge of office principles and practices and an ability to use standard office equipment such as computers, copiers, fax machines, and multi-line electronic digital phones systems, etc.
- Various filing systems (hard-copy and computerized) and ability to accurately maintain them.
- Purposes, practices, policies and functions of the Fire Department, including the operational relationships between City departments, other government agencies and community groups.
- Working knowledge of relevant City, State, Local, and Federal program related codes and regulations, policies and procedures.

Skill in:
- Good oral communications skills, interpersonal sensitivity and problem-solving skills for

interacting with co-works and the general public tactfully, courteously and sensitively.
- Strong computer skills including data entry/retrieval, spreadsheet applications, databases and word processing.
- Good literacy skills including reading, business and technical composition, knowledge of standard English usage, spelling, punctuating, grammar and letter formatting.
- Time management with the ability to prioritize workload for completion in a timely manner and meet deadlines.
- Strong oral communication and interpersonal skills to establish and maintain effective working relationships with diverse groups of people including department staff, public officials, concerned citizens and personnel from other City departments or local agencies.
- Strong skills in providing customer service to internal and external customers using tact, courtesy and good intent.
- Strong skills in organization and planning, problem analysis, decision making, adaptability and flexibility.

Ability to:
- Work cooperatively and collaboratively with staff, citizens and other governmental departments, user agencies and diverse groups of people.
- Handle several tasks simultaneously and maintain accuracy and attention to detail in an environment of frequent interruptions.
- Ability and willingness to learn new applications and techniques.
- Read, understand laws, ordinances, policies and procedures applicable to the scope of work.
- Communicate effectively, both orally and in writing.
- Maintain a variety of specialized records and prepare reports and presentation materials in appropriate format.
- Coordinate, prioritize and complete multiple tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone and fax machine;
  - Frequently communicate accurate information and ideas with others;
  - Move between work sites;
  - Occasionally transport objects up to twenty-five (25) pounds.

WORKING ENVIRONMENT:

Work is performed in a busy office setting, with the majority of time at a computer workstation. Frequently interacts with the public on the telephone and in person. Work is performed in an environment that includes a normal range of noise and other distractions with low everyday risks working around standard office equipment. This is an office position with minimal physical exertion requirements.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Two years of progressively responsible clerical experience in a busy office setting including receptionist, extensive public contact and recordkeeping duties. One year of coursework or

technical training in business administration or related field may substitute for one year of general office experience.

- Demonstrated experience with computer software and computerized recordkeeping, including data entry, retrieval, spreadsheet, word processing and files maintenance is required.
- Ability to type 45 wpm net required.
- One year of college or vocational courses in administrative support preferred.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal background check.

PREPARED BY: Kerry McCarthy
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11/88

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