CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Emergency Management Administrative Support Clerk**	**UNION:1937**
		SG:106
CLASS TITLE:	**Office Assistant II**	**CS:Y**
		FLSA:Y
DEPARTMENT:	**Fire**	**EEO4CODE:AS**

JOB SUMMARY:

Serves as primary receptionist and provides clerical support to the Fire Department's Office of Emergency Management. Performs data entry and maintains a variety of records, both computerized and hard copy. In accordance with department policies and procedures, gathers and processes data and generates related reports as requested. Assists with disaster mitigation processes. May assist all divisions of the Fire Department when requested.

SUPERVISORY RELATIONSHIPS:

Reports to the Emergency Manager. Receives assignments from, and has work reviewed by, the Chief, Assistant Chief, Division Chiefs, Training Captains, and the Emergency 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. Provides administrative support to the Office of Emergency Management (OEM), including maintaining emergency notification systems for various agencies, coordinating and tracking National Incident Management System (NIMS) training, Map Your Neighborhood (MYN), Whatcom Unified Emergency Management, and Northwest Incident Management Team (NWIMT). Works collaboratively with other City, County and State government agencies.

2. Acts as the primary receptionist for the Office of Emergency Management, providing information in-person or by telephone to the public, other public safety agencies and department employees. Records messages and refers inquiries to appropriate staff. Opens, sorts, screens and routes department mail to appropriate parties; processes outgoing mail. Schedules administrative meetings and notifies participants. Maintains City usage schedule for Emergency Operations Center facility.

3. Provides clerical support to division personnel: composes and types, using a personal computer, routine correspondence; prepares meeting agendas; attends meetings; prepares minutes from a variety of sources (handwritten notes, tapes, etc.); distributes meeting materials as appropriate. Maintains computerized master calendars and generates periodic schedules for administrative review. Assembles training conference packets; ensures proper registration, lodging and transportation for participants. Using appropriate software, creates department forms as assigned. Prepares records and records retention schedules; arranges transmittal of records to Records Center for storage and/or destruction or arranges retrieval of materials as directed.

4. Maintains and disseminates information to appropriate individuals and agencies. Enters report

data into computerized systems to maintain accurate and current records; generates various reports as directed. Assembles and compiles information for statistical review and required reports. Prepares and mails reports and related correspondence according to established procedures and schedule. Maintains tickler system of required reports submitted by outside agencies, department officers and staff. Reviews submitted reports for compliance with reporting requirements and standards. Notifies appropriate supervisors of deficiencies in reports.

5. Maintains various records systems for the Department in accordance with departmental policies and procedures: collects, reviews for accuracy and completeness and compiles data from a variety of sources. Enters training and certification records, incident data and inspection data into computer programs and reviews for accuracy and completeness. Organizes and inputs data utilizing appropriate computer software. Generates reports, i.e. narrative, statistical, presentation materials, as requested by staff.

ADDITIONAL WORK PERFORMED:

1. Maintains and updates ALERT Sense for new City employees and semi-annual profile updates.

2. Supports departmental outreach programs: prepares materials for distribution to schools, neighborhood associations, City employees and outreach program participants, and assists with other departmental functions conducted by Fire Department personnel.

3. Performs other duties within the scope of the classification as assigned.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Standard English usage, spelling, punctuation, grammar and letter format.
- Office principles and practices and use of a variety of office equipment, including computer, multi-line phone system, copier, fax, etc.
- Knowledge, or ability to gain knowledge, of Department's purpose, policies, procedures, functions and practices.
- Filing systems (computerized and hard copy) and ability to accurately maintain them.

Skill in:
- Strong computer skills including word processing, data entry/retrieval, spreadsheet applications.
- Good oral communication skills, interpersonal sensitivity and problem-solving skills for interacting with co-workers and the general public tactfully, courteously and sensitively.
- Good written communication skills to prepare minutes, correspondence and reports.

Ability to:
- Ability and willingness to learn new applications and techniques.
- Handle several tasks simultaneously and maintain accuracy and attention to detail in an environment of frequent interruptions.
- Work independently and prioritize own workload for timely completion of assigned tasks while functioning as a member of a team.
- Establish and maintain effective working relationships with employees, government agencies and the public.
- Maintain a variety of specialized records and prepare reports, flyers, brochures and other presentation materials in appropriate format.
- Perform basic math including addition, subtraction, multiplication, division and percentage

computation.
- Apply and explain departmental and City policies and procedures.
- 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:
    - lift 10-20 lbs. infrequently, and up to 40lbs approximately once a week;
    - hearing acuity and verbal ability sufficient to communicate using a telephone and to hear and respond to emergency commands; and,
    - dexterity and near distance visual perception sufficient to operate office equipment and handle files and paperwork.

WORKING ENVIRONMENT:

Work is performed in an office setting in an open concept clerical station. Environment includes a normal range of noise and other distractions with very low everyday risks working around standard office equipment.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Two years of responsible clerical experience including receptionist duties. Must include intermediate utilization of computer software applications, including data entry/retrieval in a variety of formats, spreadsheets, word processing and files maintenance.
- Typing at 45 wpm NET required.

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