

ADMINISTRATIVE ASSISTANT*Fire Department*

I-14

DEFINITION

Under general supervision of the Fire Chief, serves as primary staff member responsible for provision of comprehensive administrative and secretarial duties for the Fire Department, including customer service, secretarial responsibilities, office administrative and bookkeeping functions, and special projects.

ESSENTIAL FUNCTIONS

- Provides assistance to internal and external customers of the division, including members of the public, contractors, staff of the Town, board and committee members, etc. Greets visitors, answers phones, explains office procedures, and responds to questions within level of expertise and authorization, referring more complex issues to technical, professional or management staff. Issues include:
 1. Procedures regarding inspections and issuance of permits under the jurisdiction of the Fire Department (e.g., fire safety inspections, fire alarms, tank installation and removal, blasting permits, oil burners, smoke detectors).
 2. Requests for records and information regarding ambulance and medical billing, fire loss and incident reports.
 3. Procedures regarding hazardous materials and disposal.

- Provides secretarial services to the Fire Chief, Deputy Chief and Fire Inspectors. Screens calls; takes and transmits messages; produces documents and reports using word processing; makes appointments and maintains calendar; establishes and maintains departmental files, including confidential information; sends faxes and duplicates materials; and schedules inspections of Fire Inspectors.

- Serves as primary department staff member responsible for office administrative and bookkeeping functions. Duties include:
 1. Collecting, recording and depositing fees for permits, licenses, and other department functions and services; prepares related reports and reconciles with Treasurer's department.
 2. Ordering of office supplies as necessary to maintain inventory levels.
 3. Maintenance of division personnel and medical files.
 4. Billing for fire details, utilizing the town's Account Receivable System.

OTHER DUTIES

- Makes airline and travel reservations and arrangements.
- Participates in special projects, such as Rotary Club program to assist the elderly in replacing smoke detector batteries.
- Performs other related duties as required or assigned.

MINIMUM QUALIFICATIONS

Skills, Knowledge and Abilities

- Knowledge of standard office procedures, practices, forms, and equipment.
- Ability to prepare routine to complex correspondence and reports utilizing computerized office applications, such as word processing, etc.
- Ability to understand, learn and explain policies and procedures and to apply such guidelines appropriately to different situations.
- Ability to interact effectively and tactfully with a wide variety of individuals including management personnel, other department staff, outside professionals and members of the public.
- Ability to communicate clearly and concisely with others, both verbally and in writing.
- Ability to prioritize multiple tasks and deal effectively with interruptions.
- Ability to perform detailed work accurately and efficiently within strict deadlines.
- Ability to maintain confidentiality of sensitive information consistent with rules for public disclosure.

Education and Experience

Duties require knowledge of office administration, secretarial practices, basic bookkeeping and automated office systems and procedures equivalent to high school and 3-5 years of related experience.

SUPERVISORY RESPONSIBILITY

None

PHYSICAL ELEMENTS

- Normal office environment, subject to normal variations in temperature, noise, etc.
- Frequent interruptions to assist department staff and customers on the phone.
- May spend extended periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Regular lifting and carrying of files, documents, records, etc.