



Job Title	Administrative Assistant
Department	Fire Department
Employment Status	Full Time
Exempt/Non-Exempt Status	Non-Exempt

Scope of Work

Under the general supervision of the Fire Business Manager, the Administrative Assistant serves as primary staff member responsible for provision of comprehensive administrative duties for the Fire Department, including customer service, office administration, bookkeeping functions, and special projects.

Supervision

Received	Fire Business Manager
Exercised	None

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function to satisfaction.

- Provides assistance to internal and external customers of the department, including members of the public, contractors, Town staff, board and committee members, etc., greeting visitors, answering the phone, explaining office procedures, and responding to questions within level of expertise and authorization while referring more complex issues to technical, professional or management staff.
- Supports all administrative office duties.
- Complies with procedures regarding inspections and issuing 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 detector and carbon monoxide)
- Responds to requests for records and information regarding ambulance and medical billing, fire loss and incident reports.
- Provides administrative services to the Fire Chief, Assistant Chief, Fire Inspectors, and Fire Business Manager including screening calls; taking and transmitting messages; producing documents and reports; making appointments and maintaining calendar; establishing and maintaining departmental files such as confidential information and duplicate materials, and scheduling inspections for Fire Inspectors.

Other Job Functions

- Performs related duties as assigned.

- Follow safe work practices.

Requirements of Work

The following requirements may be substituted by any equivalent combination of education, training, and experience which provides the necessary knowledge, skills, and abilities to perform the job:

- Extensive technical or specialized training such as that which would be acquired by an Associates Degree or two years of technical or business school.
- One to three years experience; municipal experience is preferred but not required

Knowledge, Ability, and Skill

In addition to the requirements of work, the individual should also have the following knowledge, ability, and skill:

Knowledge of	• Office administration, basic bookkeeping, automated office systems, departmental policies and procedures.
Ability to	• Communicate clearly and concisely with others, both verbally and in writing with strong interpersonal and telephone skills. • Multi-task and prioritize work. • Type with speed and accuracy. • Communicate effectively both verbally and in writing. • Perform basic math and accounting functions. • Establish and maintain effective working relationships with elected officials, supervisors, coworkers, retirees, contractors, vendors, and the general public.
Skill in	• General computer skills. • Oral and written communications. • Troubleshooting and problem solving. • Customer service.

Necessary Special Requirements

None

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.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.

- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee must occasionally lift and/or move up to 20 pounds.

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer