



Administrative Associate – Fire and Rescue
Public Safety

Position # : FRD 1106
FLSA: Non-Exempt
Grade: 15

JOB SUMMARY

This position is responsible for providing administrative support for the operations of the Department of Public Safety.

MAJOR DUTIES

- Provides customer services; answers telephone and greet visitors; provides information and assistance; refers to appropriate personnel; takes messages and makes appointments.
- Prepares invoices for the Chief's approval; tracks expenditures; maintains records for each budget line item.
- Administers department insurance policies; assists personnel in the completion of insurance documentation; submits claims; coordinates benefit payments for members and vendors; processes medical bills from injured members; updates and renews policies ad needed.
- Processes membership applications; processes background checks; coordinate the issuance of equipment to new members; maintains membership rosters and contact information.
- Maintains department files and records.
- Makes appointments for the Fire Chief; maintains the Fire Chief's calendar.
- Schedules public presentations and educational events.
- Processes a variety of correspondence and invoices.
- Runs incident reports.
- Makes copies.
- Sorts and distributes incoming mail.
- Maintains office supply inventory; requisitions supplies as needed.
- Coordinates the maintenance of office equipment.

- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of county and departmental policies and procedures.
- Knowledge of computers and job-related software programs.
- Skill in prioritizing and organizing work.
- Skill in the provision of customer services.
- Skill in the maintenance of files and records.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Fire and Rescue Chief assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include county and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related administrative duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide administrative support for the operations of the Public Safety Department. Successful performance contributes to the efficiency and effectiveness of those operations.

CONTACTS

- Contacts are typically with co-workers, other county employees, insurance company representatives, business owners, vendors, and the general public.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table. The employee frequently lifts light objects and climbs ladders.
- The work is typically performed in an office or stockroom.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.