

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	Administrative Support Clerk	UNION:114
CLASS TITLE:	Office Assistant II	SG:6
DEPARTMENT:	Fire	CS:Y
		FLSA:Y
		EEO4CODE:AS

JOB SUMMARY:

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

SUPERVISORY RELATIONSHIPS:

Reports to the Fire Administrative Services Manager. Receives assignments from, and has work reviewed by, the Chief, Assistant Chief, 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. Acts as the primary receptionist for the Fire Department, 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 party; processes outgoing mail. Schedules administrative meetings and notifies participants. Maintains usage schedule for Fire Department conference rooms, library and Training Center facility.
2. Provides clerical support to the division personnel: composes and types, using a personal computer or typewriter, 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.
3. 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 reviews and required reports. Prepares and mails reports and related correspondence according to established procedures and schedule. Maintains tickler system of required reports submitted by department officers and staff. Reviews submitted reports for compliance with reporting requirements and

standards. Notifies appropriate supervisors of deficiencies in reports.

4. 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.
5. Provides administrative support to Office of Emergency Management (OEM), including maintaining emergency notification system for various agencies, coordinating and tracking National Incident Management System training, Map Your Neighborhood (MYN), Whatcom Unified Emergency Management, and Northwest Incident Management Team (NWIMT). Works collaboratively with other City/County/State government agencies.

ADDITIONAL WORK PERFORMED:

1. Maintains updates to Policy and Procedures manual.
2. Supports departmental outreach programs: prepares materials for distribution to schools for Fire Prevention Week, schedules fire station tours, citizen ride-alongs, and assists with other departmental functions conducted by Fire Department personnel.
3. Performs other duties within the scope of the classification as needed or assigned.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

- Strong computer skills including word processing, data entry/retrieval, spreadsheet applications. Ability and willingness to learn new applications and techniques.
- Ability to handle several tasks simultaneously and to maintain accuracy and attention to detail in an environment of frequent interruptions.
- Good oral communication skills, interpersonal sensitivity and problem solving skills for interacting with co-workers and the general public tactfully, courteously and sensitively.
- Ability to work independently and prioritize own workload for timely completion of assigned tasks while functioning as a member of a team.
- Ability to establish and maintain effective working relationships with employees, government agencies and the public.
- Knowledge of Standard English usage, spelling, punctuation, grammar and letter format..
- Knowledge of office principles and practices and use of a variety of office equipment, including computer, typewriter, multi-line electronic digital phone system, copier, fax, etc.
- Knowledge, or ability to gain knowledge, of Department's purpose, policies, procedures, functions and practices.
- Knowledge of filing systems (computerized and hard copy) and ability to accurately maintain them.
- Good written communication skills to prepare minutes, correspondence and reports.
- Ability to maintain a variety of specialized records and to prepare reports and other presentation materials in appropriate format.
- Ability to perform basic math including addition, subtraction, multiplication, division and percentage computation.
- Ability to apply and explain departmental and City policies and procedures.
- Ability to maintain consistent and punctual attendance.

- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical abilities to perform required duties of the position 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.

PREPARED BY: Kerry McCarthy
Stan Snapp
11/88

REVIEWED BY: _____
Bill Boyd, Fire Chief

REVISED BY: Stan Snapp
Jay Gunsauls
Darlene McLeod
10/93
Michelle Barrett
10/04
Kristi Clift
Lorna Klemanski
12/09
Kristi Clift
10/16

ALLOCATION REPORTED TO COMMISSION: _____ January 13, 2010