

FAIRFIELD COUNTY, SC  
FIRE SERVICES  
ADMINISTRATIVE ASSISTANT  
FLSA CLASSIFICATION – NON EXEMPT  
GRADE 12

GENERAL STATEMENT OF JOB

Under general supervision, performs a variety of diverse and routine clerical duties in order to ensure effective and efficient Fire Services Department office operations. Duties include answering phone, typing, processing records, filing, maintaining calendar, etc. Provides assistance in areas of fire services planning and implementation. Reports to the Fire Chief.

SPECIFIC DUTIES AND RESPONSIBILITIES & ESSENTIAL JOB FUNCTIONS

ESSENTIAL JOB FUNCTIONS

Assists Fire Chief by performing a variety of specialized clerical duties, which include but are not limited to coordinating activities, composing reports and correspondence, researching and compiling data, maintaining inventory of office supplies and equipment, developing and maintaining computer record-keeping operations, establishing and maintaining files, etc.

Anticipates and prepares materials needed by Fire Chief for meetings, correspondence, etc. Answers all coming calls and assists callers, provides accurate Information to callers. Maintains records and filing system for the Fire Service.

Prepares correspondence for the fire department; sorts and prepares outgoing mail. Types, copies, files and mails various letters of correspondence, reports and official documents.

Maintains calendar for the department to include safety meetings, training sessions, appointments etc.

Conducts necessary research regarding projects as directed by the Fire Chief.

Prepares fire reports monthly and annually.

Assists Fire Chief with budgets, fire prevention week, volunteer banquet, annual meetings with County Council, and holiday functions.

Receives and reviews reports, documents, charts, graphs, payments, etc., such as fire reports, vehicle maintenance reports, training reports, volunteer applications, 911 map changes, invoices, SCBA Test Report, etc.

Refers to policy and procedure manuals, maps, diagrams, guidelines, etc.

Operates a variety of office equipment including a computer, printer, typewriter, copier, fax machine, telephone, etc.

Uses various forms, clerical, and computer supplies. Uses computer software programs such as Microsoft, Excel, etc.

Interacts and communicates with various groups and individuals such as the immediate supervisor, County department heads and employees, County finance department personnel, volunteer fire department personnel, State Fire Marshal, members of the Firefighters' Association, members, law enforcement personnel, other emergency

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response agencies, various state and federal agencies, school personnel, Red Cross personnel, and the general public.

ADDITIONAL JOB FUNCTIONS

Performs related duties as required.

Assist with answering door.

Assists with Volunteer Banquet.

MINIMUM TRAINING AND EXPERIENCE

High school diploma with vocationally technical school education office occupations, and three to five years of experience related field and computer operations, or any equivalent combination of education and experience which provides the required skills, knowledge, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including a computer, telephone, general office equipment, etc. Must be able to exert *up* to five pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time. Must be able to lift and/or carry weights up to twenty five pounds. Reasonable accommodations may be made to enable individual with disabilities to perform the essential job functions.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from supervisor.

Language Ability: Requires ability to read a variety of policy and procedure manuals, safety rules, emergency plans, etc. Requires the ability to prepare reports, correspondence, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form. Requires the ability to learn and understand general principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information and to understand and implement basic office machinery functions.

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Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to counsel and teach employees. Must be able to communicate effectively and efficiently with persons of varying educational backgrounds and in a variety of technical and/or professional languages including emergency preparedness, public safety, budgeting, etc.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must *be* able to use practical applications of fractions, percentages, ratio and proportion, circumference, volume, discounts, interest, commissions, etc. May be required to use basic algebra and geometry.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information. Requires close vision, distance vision, peripheral vision, depth perception and ability to adjust and focus.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing work when confronted with emergency, unusual or dangerous situations, or in situations in which working speed and sustained attention are make or break aspects of the job.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

### PERFORMANCE INDICATORS

Knowledge of Job: Is knowledgeable in the methods, policies and procedures of the Department pertaining to specific duties of the Fire Service Administrative Assistant. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has thorough knowledge of the organization of the Department and of related rural fire departments and agencies. Has considerable knowledge of the functions and interrelationships of County and other governmental agencies. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Has comprehensive knowledge of the computer and other technical terminology used within the department. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Has skill in the use of computers. Knows how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine and non-routine tasks. Knows how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Is able to communicate effectively with a variety of public and private groups as prescribed. Is able to read and interpret policy and procedure manuals and other materials pertaining to the responsibilities of the job. Is able to complete assignments with accuracy and professionalism despite interruptions and the stress of deadlines. Has the mathematical ability to handle required

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calculations. Has the ability to plan, organize and prioritize daily assignments and work activities. Is able to offer assistance and training to fellow employees as necessary. Has good organizational, technical and human relations skills. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Knows how to react calmly and quickly in emergency situations. Knows how to maintain a good image for the County government.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with all County departments and divisions, co-workers and the public.

Quantity of Work: Performs described "Specific Duties and Responsibilities" and related assignments efficiently and effectively in order to produce quantity of work which consistently meets standards and expectations of the County.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, County policy, standards and prescribed procedures. Remains accountable to assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to County policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with County policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the County.

Relationships with Others: Shares knowledge with managers, supervisors and staff for mutual and County benefit. Contributes to maintaining high morale among all County employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, and the public so as to maintain good will toward the County and to project a good County image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good

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will within the County, Emphasizes the importance of maintaining a positive image within the County. Interacts effectively with higher management, professionals and the public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work In accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

**DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.**

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