

FAIRFIELD COUNTY, SOUTH CAROLINA**JOB TITLE: ADMINISTRATIVE ASSISTANT
EMERGENCY SERVICES DEPARTMENT****SPECIFIC STATEMENT OF JOB**

Under general supervision, performs various routine and moderately complex clerical activities related to the preparation and processing of department records, reports and correspondence. Performs related clerical work as assigned. Reports to the Director of EMS and Operations Manager.

ESSENTIAL JOB FUNCTIONS

Answers the telephone; provides information and assistance to callers; routes calls to appropriate personnel and takes messages as necessary.

Performs routine administrative and clerical work as required, including but not limited to maintaining calendars, establishing and maintaining files, entering and retrieving computer data, copying and filing documents, processing daily mail, sending and receiving faxes, preparing and distributing meeting minutes, etc.

Prepares a weekly timesheet for the payroll department. Follows through with recording vacation time, change of status, sick leave, etc. Compiles employee's time and payroll records; maintains confidential employee records as assigned.

Reports public relations and news related articles to the local newspaper. Ensures the information is handled properly before being published.

Provides initial orientation for new employees.

Arranges transportation for patients for non-emergency transports. Fills in as EMS Driver as needed.

Oversees the ordering and inventory of uniforms and pagers for EMS personnel. Orders pagers for hospital staff.

Maintains an updated list of emergency personnel for the hospital.

Processes application for the lifeline equipment.

Assists in preparing for public awareness activities and other department functions as assigned.

Types, prepares, copies, files and/or processes various forms, records, reports, memos and correspondence.

Assists Director with the management of the telecommunications services, performing such duties as preparing periodic reports, processing maintenance and repair requests and maintaining related records, receiving and processing reimbursements from personnel for calls made, etc.

Serves on call as scheduled to provide support during emergency situations, and serves as a telephone operator in the Emergency Operations Center during major disasters and emergencies.

Refers to policy and procedures, directories, computer manuals, insurance documentation, etc.

Operates an assortment of office equipment and machines including a copier, computer, printer, calculator, typewriter, telephone, etc.

Uses clerical and computer supplies.

Interacts and communicates with various individuals and agencies such as the immediate supervisor, co-workers, other department supervisors and employees, other County personnel, attorneys, patients, medical / hospital staff, vendors, and the general public.

Lifeline Program: Supervises record keeping activities. Adapt Lifeline program procedures and forms to meet the program's unique needs and resources. Train installers. Coordinates home installation, including instruction of subscribers and responders. Monitors program activity and results, and prepares appropriate reports. Monitors and regularly maintains Lifeline equipment. Investigates and resolve problems reported by Lifeline program personnel and subscribers. Plans for future program growth and development.

NON-ESSENTIAL JOB FUNCTIONS

Performs duties of other department clerical personnel as required.

Performs other related duties as required.

EDUCATION, EXPERIENCE AND CERTIFICATION REQUIREMENTS

Requires a one year certificate from a college or technical school in secretarial science or business administration supplemented by one to two years of general clerical or data processing experience; or any equivalent combination of education and experience which provides the required knowledge, skills and abilities. Must be able to type with speed and accuracy. Must have a valid driver's license, First Aid and CPR.

ADA REQUISITES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements: Tasks require the ability to exert light physical effort in light work, but which may involve the lifting, carrying, pushing and/or pulling of objects or materials of light weight (up to 10 pounds). Tasks may require extended periods of time at a keyboard or work station.

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

Language Ability: Requires the ability to read a variety of policy and procedure manuals, computer manuals, routine reports, etc. Requires the ability to enter data into computer and prepare reports, records,

correspondence, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Must be able to speak with poise, voice control and confidence and to articulate information to others.

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 oral, written, diagrammatic or schedule form. Requires the ability to make routine independent judgments in the absence of supervisor; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information and the ability to comprehend and implement basic office machinery functions.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently with co-workers and the general public.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals, to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and communications machinery.

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

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

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal levels of stress when confronted with an emergency or tight deadline.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear). Must be able to hear and understand communications through a telephone.

PERFORMANCE INDICATORS

Knowledge of Job: Is knowledgeable in the methods, policies and procedures of the Department pertaining to specific duties of the Secretary. 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 County and hospital and of related departments and agencies. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Has excellent secretarial

and clerical, data processing and interpersonal skills. Is able to communicate effectively with others both in person and over the telephone in a clear and concise manner. Has knowledge of modern office practices and equipment. Has knowledge of proper English usage, vocabulary, punctuation and spelling; has knowledge of basic mathematics. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Knows how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is able to compile, organize, prepare, process and maintain an assortment of forms, records, reports and related documents. Is able to maintain confidentiality in reporting and record-keeping as required. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to read and interpret various materials pertaining to the responsibilities of the job. 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 tasks. Has the ability to plan, organize and prioritize daily assignments and work activities. Is able to offer assistance to fellow employees as necessary. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Knows how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Has knowledge of the occupational hazards and safety precautions of the trade. Is capable of working under stressful conditions as required. Knows how to react calmly and quickly in emergency situations.

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 internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

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

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave 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 accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues 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 issues, 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 established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

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 work elements 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 established safety and housekeeping standards. Ensures such standards are not violated.

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.