

Fire Administrative Assistant - 1035

Primary Reason Why Classification Exists

To perform varied secretarial, administrative, and general office support work for a department.

Distinguishing Features of Class

An employee in this class serves as the principal administrative support person for a major department. Emphasis of the work is on clerical and administrative support functions for a department director and the employees in the department. Work may include activities related to billing and collections, purchasing, payroll and time records of employees, customer service and general records management, employee relations, training employees on changes in policy or procedures, and other administrative support functions. Work is supervised by a department director or other management official and is evaluated on the basis of attainment of individual performance objectives, observation of work in progress, and feedback from other staff and the public. This classification is nonsupervisory although some individual positions may oversee the work of less senior clerical and administrative personnel.

Illustrative Examples of Work

- Researches special and technical issues to complete special projects
- Collects and makes limited interpretation of data for records and produces reports
- Performs varied bookkeeping functions including journal entries and processing reimbursements
- Creates and processes forms, memos, letters, reports, charts, minutes, policies, budgets, notices and announcements for the department
- Serves as the custodian of records to ensure policies, ordinances, maps, schedules, fees, phone numbers and codes relating to the department are current
- Collects and routes daily mail, time cards, and payroll checks
- Communicates with the public, sales representatives and employees via telephone, email, and in person on a daily basis to provide or obtain information
- Makes business appointments and travel arrangements for department staff; coordinates meetings, conferences, and interoffice functions; prepares travel requisitions, calculates refunds, expenditures and reimbursements
- Prepares and maintains personnel and payroll data, contract files, and purchase records and monitors expenditures; provides training to staff in department processes as required
- May be assigned to maintain the department's web page; posts routine new or updated information and links not requiring web-based technical expertise
- Operating standard office equipment including computers, laser printers, fax machines and copiers
- Performing related tasks as required

Knowledge, Skills and Abilities

- Thorough knowledge of standard office practices and procedures, equipment and secretarial techniques
- Thorough knowledge of business English, spelling and arithmetic
- Comprehensive knowledge of computers and various software packages

- Ability to take and transcribe minutes of meetings accurately
- Ability to use modern office computer technology and related software; ability to make mathematical calculations and perform work assignment requiring the use spreadsheet software such as Excel (or equivalent)
- Ability to effectively communicate with the public including establishing and maintaining effective working relationships
- Ability to follow oral and written instructions
- Ability to acquire knowledge of the policies, procedures, and services of the department to which assigned; ability to make limited interpretations of policies and procedures within guidelines established by the department or City
- Ability to develop and maintain moderately complex records and prepare written or statistical reports from such records; ability to provide administrative support to other personnel in the department to which assigned or to other City departments when required
- Ability to work independently on responsible and confidential assignments

Physical Requirements and Working Conditions

Work in this class is generally sedentary. Work requires the ability to see, hear, talk, and the physical ability to move about the office. Work requires dexterity in the hands for typing and operation of standard office equipment. Visual acuity is necessary to read handwritten and typewritten materials and operate a computer terminal.

Education and Experience

Graduation from high school or GED equivalency and 3 - 5 years of responsible administrative support experience; an Associate's Degree in business or related field of study related to the nature of the work performed is desired.

Special Requirements

Valid North Carolina driver license; may be required to be certified as a Notary Public

FLSA Status: Nonexempt (eligible for overtime or equivalent compensatory time at 1½ times the employee's regular weekly rate for all hours worked in excess of 40 hours in the City's official work week and not the employee's work schedule)

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Physical Requirements and Working Conditions section of this classification may vary from position to position and a more thorough description of these elements can be found in the employee's Position Analysis Questionnaire (PAQ). The employer reserves the right to assign or otherwise modify the duties assigned to this classification.