SHORELINE FIRE DEPARTMENT

STANDARD OPERATING PROCEDURES

ADMINISTRATION - 124.1 (2.1.3)

Original Job Description Date: 1/1/2003

Policy Reviewed/No Change: 
Review Due: 7/28/2011

Fire Chief's Signature

SUMMARY

This is a full-time, non-exempt, non-supervisory position reporting to, and at the direction of, the Administration Director. The individual in this position will act as a confidential assistant to the Administrative Director. Individuals assigned to this position are expected to: show professional conduct, be attentive to detail, demonstrate a high degree of accuracy, handle work flow consistently and efficiently, meet deadlines, follow through, keep work organized and easily accessible, think independently and problem solve, work with employees at all levels of the organization in dealing with payroll issues, be discrete and confidential in handling job responsibilities. Administrative Assistants may be assigned to one of four support positions, Payroll/Personnel, EMS/Training, Fire Marshal’s Office, or Receptionist/Accounting Assistant.

This position is unique in that it performs complex and paraprofessional-level payroll duties in addition to assisting the Administrative Director with confidential Human Resources issues.

Employees assigned to this position will be on a one-year probationary period. Once training is complete, work will be reviewed periodically to ensure job responsibilities are being met.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities may include, but are not limited to, the following. A detailed breakdown of the specific job responsibilities may be found in the individualized procedures handbook for this position.

Core Administrative Support Duties

(These are the minimum expectations for ALL Administrative Assistants regardless of assignment.)

- Provide independent administrative support: arrange meetings and coordinate schedules; prepare confidential correspondence, comprehensive reports, surveys and memorandums; attend meetings and provide accurate meeting minutes. Responsible for compiling, summarizing and reporting findings which may include providing recommendations. May assist with miscellaneous desktop publishing and computer-generated audio/visual production. Provide primary administrative support for an assigned division.
- Receive incoming telephone calls for employees and the public using professional and courteous phone etiquette and with sensitivity to the diversity of a multi-cultural audience. Respond to and answer questions and requests within the realm of authority and forward calls to appropriate personnel.
- Maintain accurate, complete, and easily accessible paper and electronic records and filing systems, including confidential documents. Ensure that the integrity of the information is maintained.
• Participate in the Strategic Plan process establishing and tracking annual goals and objectives.
• Monitor budget use in areas of assignment.
• Serve as liaison to other divisions and departments.
• As dictated by staffing needs, serve as backup support to various administrative positions.
• On a regular basis, exercise administrative judgment and assume responsibility for decisions, consequences and results having an impact on individuals, the organization and the quality of service within the assigned area. Responsible for keeping the supervisor informed of any issues that may have an adverse impact on the division or the department so that undue escalations can be avoided and proactive solutions considered.
• Know and interpret the formal and informal departmental goals, standards, policies and procedures, safety rules, and administrative and financial procedural manuals for the area of assignment.
• As needed, welcome guests and customers in person and over the telephone in the absence of the receptionist due to lunch, breaks, vacations or leaves.
• Apply mathematical and accounting skills as required.
• As an employee of an emergency response organization, may be required to report to work in times of disaster.
• May be required to work outside of job description during times of disaster.
• May be required to work some evenings and/or weekends.
• Miscellaneous other administrative duties as assigned.

PAYROLL/PERSOANNEL DUTIES AND RESPONSIBILITIES

PAYROLL PROCESSING
• Manage and process the full payroll, including:
  ➢ Calculating and preparing all salary adjustments, i.e. step increases, employment status changes, longevity increases, differential pay, special pay, holiday pay, deferred compensation contributions, and monthly sick leave performance pay.
  ➢ Receiving, organizing, and preparing all payroll information and enters data into a computerized payroll system, preparing and transmitting payroll data, receiving and reviewing payroll reports.
• Perform accounts payable function for payments processed through payroll including calculating and preparing remittance for department and employee contributions and payments to the Department of Retirement Systems, Department of Labor & Industries, 457 Deferred Compensation, long-term disability premiums, HRA VEBA, MERP, child support payments, ROTH IRA contributions, Union and other dues, and other miscellaneous transactions.
• Responsible for accurate computation, recordkeeping, administration and reporting; perform payroll audits to ensure accuracy of transactions, information and records.
• Maintain knowledge and understanding of electronic payroll processing system, maintain list of pay codes, assign and set-up new pay codes as needed.
• Troubleshoot problems with the payroll system and work with internal and external technical support to resolve issues.

TIME MANAGEMENT and RECORD KEEPING
• Maintain accurate time off records for all personnel including vacation leave, sick leave, compensatory time, special leave, disability leave, and other types of time off. Complete monthly reconciliations of all time off.
• Maintain knowledge and understanding of shift assignments, shift schedules, work back day schedules, and electronic roster system.
HUMAN RESOURCES and PERSONNEL
• Assist with the hiring process, including job postings and advertisement, resume collection and review and scoring, scheduling interviews, medical and psychological exams, processing decline/acceptance letters, letters of conditional employment.
• Maintain confidential employment records for all employee personnel files

OTHER
• Annually, collect, compile and prepare the department’s annual report.
• Promptly respond to requests for labor, wage and benefit information.
• Maintain office supply inventory within cost-saving budgetary guidelines.

QUALIFICATION REQUIREMENTS
To perform this job successfully, an individual must be able to perform each essential duty thoroughly and acceptably. Reasonable accommodations may be made to enable individuals with limited disabilities; however, accommodations may not be available for the essential functions listed above due to bona fide occupational requirements. Individuals must satisfactorily complete a criminal history background check. The requirements listed in this job description are representative of the knowledge, skills and/or abilities required. The employee will strive at all times to excel in the following competencies necessary to accomplish the core and division duties listed:

Knowledge
Must be proficient in:
• Modern office systems and technology including personal computers and related software (at a minimum MS Word, Excel, Outlook, Publisher, FrontPage, and similar programs) and common office equipment.
• Standard office equipment, i.e., photocopier, 10-key machine, typewriter, dictation equipment, facsimile machine and electronic postage machine.
• Office administration and bookkeeping procedures.
• Business letter writing, email communications and report preparation.
• Advanced principles and procedures of record keeping and filing to include both hard copy and electronic.
• Customer service and team building techniques.

Skills and Abilities
Must demonstrate the following skills and abilities:
• Ability to read, write, speak and communicate using the English language.
• Ability to maintain a high level of accuracy and confidentiality concerning financial and personnel matters. Ability to effectively handle confidential, difficult and sensitive issues by using tact, diplomacy, and an understanding of the organizational culture, climate and/or politics.
• Excellent interpersonal skills including the ability to build and maintain effective team relationships with employees, public officials and the public. Consistently respect the individual values of all departmental employees and members of the community. Effectively communicate, build rapport and relate well with diverse populations.
• Ability to anticipate, analyze, diagnose, and problem solve.
• Ability to communicate clearly and concisely, both verbally and in writing.
• Attention to detail.
• Very effective organizational skills.
- Proficient skill and ability to read, comprehend, analyze, balance, and reconcile accounting and payroll records and to prepare accurate and clear accounting records, worksheets, charts, and reports.
- Proficient skill and ability to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals, and to compute percentage rates and other calculations as applied to basic payroll and accounting functions.
- Ability to accurately type 50 words per minute, or at an acceptable level of proficiency as required by the position.
- Demonstrate self-control and an ability to manage time, multiple projects and priorities with minimal supervision. Ability to work under stressful conditions with various personality types and expectations.
- Ability to emphasize the concept of customer service in all aspects of interacting with the community by anticipating and meeting customer needs, wants, and expectations whenever possible.
- Decision making skills.

**Personal Attributes**

Must demonstrate the following personal attributes:

- Be honest and trustworthy
- Be respectful, professional and courteous
- Possess cultural awareness and sensitivity
- Be flexible
- Possess sound work ethics

**Education and/or Experience**

- A High School Diploma or General Education Degree (GED) equivalent
- Two (2) years of experience in a responsible, independent administrative support position, or
- A two-year degree in an accounting or business-related field, or any combination of education and experience, which demonstrates competency to perform the duties outlined in this job description.
- Two (2) years work experience in payroll processing using an automated payroll system (fire service experience preferred)
- Knowledge and understanding of payroll processing system, chart of accounts, general accounting practices and procedures, applicable laws, codes and regulations, general auditing functions, payroll taxes, fire service payroll practices and methods, union wages, and labor-management agreements and employment contracts.

**Physical Demands**

The physical demands described are representative of those that must be met to successfully perform the essential functions of this position:

- Regularly required to sit for long periods of time, use hands and fingers to handle or feel objects, tools, or controls, reach with hands and arms, ability to speak and hear, and frequently required to stand, walk, stoop, and kneel.
- Regularly lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
Certificates, Licenses, Registrations, Other

- Upon employment, and while employed, must hold and continuously maintain, a valid Washington State driver’s license.
- Must be insurable under the department’s existing vehicle and umbrella liability insurance carrier and Washington State law.

Work Environment

- Work is normally performed indoors in an office environment.
- Emotionally demanding, stressful environment.
- The noise level is usually quiet.

The statements contained herein reflect general details to describe the principle functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive list of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or to otherwise balance the workload. The omission of specific statements of duties does not exclude them from the position if the work is similar related or a logical assignment to the position.