

NORTHSHORE FIRE DEPARTMENT

JOB DESCRIPTION

Title:	Administrative Specialist	Number:	2430-A4
Division:	Administration	Effective Date:	June 07, 2016
FLSA Class:	Non-Exempt	Approved By:	Chief Torpin

JOB DESCRIPTION SUMMARY

Under the direction of senior management, the Administrative Specialist provides general office support with a variety of clerical activities and related tasks for the Fire Chief, the Training Division, and Administrative staff. The Administrative Specialist will be responsible for answering incoming calls, directing calls to the appropriate person, and mail distribution. In addition to typing, filing and scheduling this position performs duties such as record keeping, assisting in special projects, and data entry; Develops and maintains content for website, intranet, and social media platforms; Coordinates scheduling of District facilities; Composes routine written communication for internal and/or external audiences; Includes research and confidential administrative support to Administration; Deals with a diverse group of external callers, vendors and visitors as well as internal contacts at all levels of the organization; Serves as Records Officer for the District; May serve as Secretary to the Board of Fire Commissioners for the District.

Independent judgment and strong attention to detail is required to plan, prioritize, and organize diversified workload. Responsibilities have a significant impact on the department's operations and record keeping, legal filings and customer satisfaction.

ESSENTIAL FUNCTIONS

Essential functions will vary according to the work environment and may include, but are not limited to, the following:

Greet visitors in person and on the phone, ensure that they are assisted in a prompt, accurate, and professional manner. Resolve problems and respond to inquiries regarding departmental procedures and services; receive and refer visitors; answer phones and responds to common questions, schedule classes for citizens and employees, coordinate scheduling of District facilities and various other reception duties.

Provide clerical, project and event support as needed for Administrative staff. Includes preparing mail merges, spreadsheets, and databases; creating and maintaining files in accordance to the District's records retention system; copying, filing, composing, and proofreading routine correspondences and reports; organizing and scheduling meetings; and running general errands.

Maintain and develop the District's website, intranet, and social media platforms. Includes the posting of information related to official District business and the development of materials that communicate and promote the District's activities.

Prepare and/or assemble necessary materials for departmental meetings, including power point presentations, agendas, reports, information packets, invitations, and catering. Record and prepare minutes of meetings; maintain records of minutes.

Organize and maintain office operations including: ordering supplies, receiving and maintaining office supply inventory, distributing incoming and outgoing mail, completing photocopy requests, and acting as liaison between staff and computer technicians for computer issues and updates.

Update and maintain various departmental rosters, directories, email lists, databases and related records.

Provide individual administrative support for the Fire Chief and others. Includes scheduling meetings; assisting with correspondence and special projects; providing support for events; arranging travel; assisting with paperwork associated with day to day activities and other duties as assigned.

Receive and distribute petty cash and vendor checks; processes related documents and submits to Financial Specialist in a timely manner.

Serves as Records Officer for the District; includes responding to record requests promptly and updating records in accordance with record retention schedule laws and Washington State Record Management Guidelines as set forth by the Secretary of State Archive Office and the State of Washington; maintains database and file room for records, archiving as needed according to the records retention schedule.

May serve as Secretary to the Board of Fire Commissioners; includes preparing and/or assembling materials for meetings, attending and taking accurate meeting minutes, maintaining records of minutes, creating agendas, and preparing other related documents/information.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

- Proficient knowledge of computers and applicable computer software applications, including specific knowledge of Microsoft Outlook, Word, Excel, PowerPoint;
- Working knowledge of modern administrative office procedures, methods and equipment;
- Business letter writing and basic report preparation with proficient spelling and grammatical skills; certain duties require considerable creativity.

Skill in:

- Strong organizational and interpersonal skills;
- Strong attention to detail, working in a busy and sometimes stressful environment and changing priorities;
- Using initiative and independent judgment within established guidelines.

Ability to:

- Establish and maintain effective, cooperative working relationships with District employees, vendors, public and public officials and work effectively in a team environment;
- Conduct themselves in a professional manner as defined by District policy;
- Work independently with a high degree of reliability, accuracy, and productivity
- Respond timely to customer inquiries, complaints, concerns and needs and provide excellent customer service;
- Maintain confidentiality;
- Prioritize multiple projects; anticipate needs, and work effectively within deadlines;

- Understand, interpret and apply documents such as operating instructions, applicable policies, procedures, and safety rules;
- Adapt to changes in the work environment and to shifts in organizational philosophy and expectations;
- Communicate in English clearly and concisely, both orally and in writing;
- Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals;
- Learn laws in reference to the Washington State Records Retention Schedule set by the State Archivist;
- Effectively present information to moderate size groups.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

EDUCATION/EXPERIENCE

Required:

- A high school diploma or equivalent AND at least two years of applicable customer service and/or administrative support experience OR equivalent education/experience.
- Experience maintaining internet and intranet websites and social media platforms.

Preferred:

- Associates degree;
- Working knowledge of Microsoft Access, Publisher, and Word Press;
- Knowledge of records management practices and record retention techniques and principles.

CERTIFICATES AND LICENSES

A valid Washington State Driver's License is required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk and hear; use hands or fingers to handle and feel; and use the telephone and computer while communicating with internal and external clients. Requires manual dexterity and visual acuity to operate a personal computer and other standard office equipment. Employee will sit for several hours each day but will also need mobility and ability to stand and walk for periods of time, reach with hands and arms. Employee may need to lift up to 20 pounds on occasion. This position may require the employee to work under stressful conditions due to deadlines and time constraints.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The work area is a typical office setting. The noise level in the work environment is usually moderate.

SPECIAL REQUIREMENTS

- Requires ability to pass a pre-employment drug screening examination and any subsequent testing.
- Requires ability to pass a comprehensive background check.
- Employee must be insurable under the District's existing vehicle and umbrella liability insurance carrier.