



Central County Fire Department

MANAGEMENT ASSISTANT

Division: Administration
FLSA Status: Non-Exempt

Adopted: April X, 2020
Summary of Benefits: Clerical

DEFINITION

To perform technical level administrative duties in support of the department or program; to research, collect and analyze data and prepare draft reports; to track and report operational statistics; and to provide technical assistance to management.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management staff.
May exercise direct supervision over administrative support personnel.

DISTINGUISHING CHARACTERISTICS

The Management Assistant is distinguished from the Administrative Assistant by the difficulty and complexity of duties assigned. Employees perform some of the more difficult and responsible types of duties assigned to classes within this series. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. Work requires a thorough knowledge of a body of technical information beyond standard policies and procedures, the use of independent judgment in applying the body of technical information in the performance of an important department function, and complete responsibility for the function with review by management only on overall results.

ESSENTIAL DUTIES – Depending upon assignment, duties may include by are not limited to, the following:

- Respond to requests for documentation related to assigned area of responsibility; explain and interpret assignment area policies and procedures to internal or external customers.
- Perform technical and paraprofessional duties related to area of assignment including interpreting, analyzing, and determining compliance or acceptance of information and materials; prepare reports to document results of duties performed.
- Assist management staff in performing and conducting studies, special projects, administrative and technical functions; perform data collection, research and analysis; prepare draft reports and technical documents; provide project oversight for the less complex projects.
- Perform a wide variety of complex, responsible, secretarial and administrative duties for executive staff and other management personnel including providing routine analytical support.
- Assist with website and social media content management.
- Assist with the development of Requests for Proposals and contract administration.

- Provide support in management of calendars and meetings for Management staff; make travel arrangements when necessary.
- Provide administrative support for various department committees; schedule and coordinate meetings; record minutes. May serve as Department representative on committees for cities served by the Department.
- Assist in the development and implementation of department policies and procedures.
- Plan, prioritize, assign, supervise and review the work of administrative support staff involved in duties related to area of assignment.
- Organize and maintain accurate and detailed databases, files, and records; verify accuracy of information, research discrepancies, and record information; ensure compliance with established records retention schedules including archiving, scanning, and destructing files. Ensure areas of responsibilities are in compliance with related laws, codes, ordinances, and legislation; advise staff of any irregularities in compliance.
- Review, verify and process documents related to department activities including budgets, contracts, grants, claims, legislation, purchasing, and other specialized documents based on area of assignment.
- Establish and maintain a wide variety of filing and reporting systems as necessary; develop record keeping procedures; provide relevant information to relevant parties; prepare and type correspondence and compile and type reports.
- Compile and develop information for special studies and reports from a variety of resources; collect, compile and report findings and recommendations.
- Assist with the testing, implementation and maintenance of new/upgraded software technologies and systems; maintain a variety of databases.
- Assist supervisor and managers with a variety of administrative operations; prepare, recommend and implement procedural modifications.
- Coordinate and assist in the development and administration of the department budget; prepare budget reports; compile annual budget requests; monitor and classify expenditures; track and reconcile bills; produce budget reports; research and resolve discrepancies.
- Independently respond to letters, email and general correspondence based on areas of assignment.
- Maintain manuals and update resource materials.
- Coordinate, compile and draft Fire Board communications, as requested; provide backup to Board Secretary.
- Build and maintain positive working relationships with co-workers, City and Department employees and the public using principles of good customer service.
- Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of administrative and/or technical area to which assigned.
- Principles and practices of intermediate analytical research and project coordination.
- Modern office equipment, methods, procedures and computer hardware and software.
- Principles of budget monitoring.
- Principles and practices of project management.

- Techniques and principles of effective interpersonal communication.
- Principles and methods of business letter and report writing.
- Principles and practices of safety management.
- Pertinent local, state and federal laws, codes, ordinances, department functions, policies, rules and regulations.
- General functions and objectives of municipal government.
- Research methods and techniques.
- Computer software, including word processing, database, spreadsheet and accounting applications.
- English usage, spelling, punctuation and grammar; and basic mathematical calculations and statistics and statistical methods.
- Report writing techniques.

Ability to:

- Independently perform a variety of technical duties including research, compilation and report development in support of assigned division or program.
- Operate a personal computer utilizing spreadsheet, word processing and database software at an intermediate to advanced level.
- Collect, compile, analyze and present a variety of data in a meaningful way.
- Develop and implement various data collection and reporting systems.
- Interpret, apply and explain laws, rules, codes and department policies and procedures.
- Review budget submissions and revisions for mathematical and accounting accuracy.
- Understand and translate department policies and practices into everyday working practices; make sound decisions with solid problem solving methods.
- Supervise, train and evaluate assigned administrative support staff.
- Review documents and operational procedures; interpret, identify, explain and problem solve issues and recommend corrective action.
- Understand the organization and operations of the department, and of outside agencies as necessary to assume assigned technical responsibilities.
- Coordinate the development and monitoring of an assigned program project budget; project, track and reconcile expenses.
- Compose professional quality correspondence and letters; write highly technical, detailed and analytical reports.
- Maintain a high level of confidentiality of a wide range of sensitive information when involved with human resources, payroll or other confidential issues.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both verbally and in writing.

EDUCATION AND EXPERIENCE

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Five (5) years of increasingly responsible administrative support or technical experience preferably in the subject area to which assigned.
- One year of supervisory experience is highly desirable.
- Equivalent to Associate's degree from an accredited college with course work in public administration, business administration, accounting or related field

LICENSES AND CERTIFICATIONS

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 15 pounds with the use of proper equipment. Employees sometimes work extended or irregular hours.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.