



Central County Fire Department

OFFICE ASSISTANT

Division: Administration
FLSA Status: Non-Exempt

Adopted: April 22, 2020
Summary of Benefits: Clerical

DEFINITION

Under general direction, performs a wide variety of general clerical duties and office support activities as required in the assigned divisions including customer service, telephone and counter reception, filing, provide information and assistance to staff and the general public, to create documents, flyers and correspondence; and to do related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management staff. Exercises no direct supervision over staff.

DISTINGUISHING CHARACTERISTICS

This is a journey level classification. Employees within this class are distinguished by the performance of the full range of duties as assigned including duties requiring the knowledge of applicable Department policies and procedures. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class require prior clerical experience.

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

- Act as receptionist; answer the telephone and wait on the general public, providing information on departmental policies and procedures as required; refer calls to appropriate Department personnel.
- Type and proofread a variety of documents including general correspondence, agendas, reports, memos, and statistical charts from rough draft, digital recording, forms, copy, notes, transcribing machine recordings or verbal instruction.
- Perform a wide variety of routine clerical work including filing, billing, checking and recording information on reports.
- Responsible for data entry in various software programs.
- Assists with special projects and department events.
- Reviews documents and other records to ensure accuracy, completeness and conformance to applicable policies and procedures.
- Operate office equipment; submit expense claims.
- Responsible for ordering and inventory of office supplies.
- Sort and file documents and records, maintaining alphabetical, index, and cross-reference files.
- Receive, sort, and distribute incoming and outgoing correspondence.

- Schedule appointments and various meetings.
- Process incoming and outgoing mail.
- Issue, receive, type and process various applications, permits and other forms.
- Provides a high level of customer service when assisting the public, members of other agencies and coworkers with inquiries and general information in person, by telephone, by email and in writing.
- Researches records for information and compiles summaries and tabulations which may be submitted directly to the requestor.
- Processes registrations and coordinates logistics for community classes including CPR, CERT and Get Ready.
- Processes permit applications for new construction, fire alarms and fire sprinklers.
- Coordinates logistics for meetings, including location, meals, set-up and tear down.
- Assist in the training of new personnel.
- Provides backup to related positions
- Performs other duties as required.

QUALIFICATIONS

Knowledge of:

- English usage, spelling, grammar and punctuation.
- Business letter writing and basic report preparation.
- Organization, procedures and operating details of City governments.
- Modern office methods, practices, procedures and computer equipment.
- Principles and procedures of record keeping.
- Basic work processing methods, techniques and programs.

Ability to:

- Type at speed necessary for adequate job performance.
- Perform routine clerical work.
- Learn to operate modern office machines and learn office methods, rules and policies including receptionist techniques.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Perform general clerical work including maintenance of appropriate records and compiling information for reports.
- Learn, correctly interpret and apply the policies and procedures of the function to which assigned.
- Work courteously with the general public and department personnel, on the telephone and in person.
- Operate a variety of office equipment including a computer.
- Understand and carry out verbal and written directions.
- Perform simple mathematical calculations.

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:

- Two (2) years of increasingly responsible clerical experience, including public contact.
- Graduation from high school or GED equivalent; some office experience

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.

ENVIRONMENTAL ELEMENTS

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