JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT
CONFIDENTIAL

Department:	Fire Rescue	**Classification/Grade:**	20 "At-Will" Confidential
Division:	Operations	**FLSA Status:**	Non-Exempt
Reports to:	Fire Chief	**Safety Sensitive:**	Yes
		Bargaining Unit:	Non-represented
		Date Approved:	June 2012

Job descriptions/specifications are only intended to present a descriptive summary of the range of duties, tasks, and responsibilities associated with a specified position. Therefore, descriptions/specifications may not include all duties performed by the individual. In addition, descriptions/specifications are intended to outline the minimum qualifications necessary for entry into the position/class and do not necessarily convey the qualifications of incumbents within the position/class.

DEFINITION:

Support Fire Department Operations by performing secretarial and administrative duties for the fire administration.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

(Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of reasonable accommodation.)

1. Serve as a representative of the City of Mesquite, demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
2. Computer data entries of general programs as well as perform operation of specialized EMS billing software.
3. Prepare complex reports as prescribed by the Fire Chief or Deputy Chief, including specific quarterly and fiscal year statistical reports.
4. Schedule department meetings and appointments; prepare agendas; maintain calendar for Fire Chief.
5. Complete purchasing requisitions, receive packing slips and receiving documents and coordinate with accounts payable for payment of purchased items.
6. Maintain and update the Department and Station activities calendar to include prevention, tours, training, scheduling of reserves, etc.
7. Respond to a variety of correspondence using own discretion with minimal direction.
8. Handle various specially assigned administrative activities as designated by Chief or Deputy Chief, including facilitating projects, programs, and research and report preparation.
9. Maintain fire personnel files and confidential records.
10. Examine daily EMS run reports for patient personal data completeness, facilitating billing efficiency;, liaison problem solving with outside agencies.
11. Maintain working knowledge of Federal Medicare/Medicaid programs allowing for liaison with health insurance organizations.
12. Be a customer service advocate between patients and healthcare organizations; answering questions and concerns and ensuring proper referral.
13. Responsible for administering City Ambulance Supplement program.
14. Accounts receivable ambulance insurance premiums, fire protection review fees, hazmat fees, and burn permit fees.
15. Receive, record, and balance cash payments.
16. Respond to needs of department personnel.
17. Perform general office procedures, including ordering supplies, answering telephone, and disseminating information to public and maintenance of records.
18. Receive and handle telephone calls and walk-in public.

19. Sort and distribute office correspondence.
20. Monitor department radio calls.
21. Dependable and meet acceptable attendance requirements at all times
22. Follow all applicable safety rules and regulations.
23. Serve as the department's HIPAA compliance officer.

OTHER JOB FUNCTIONS:

A. Protect confidential information by preventing unauthorized release, both verbal and/or writing.
B. Perform other related duties as assigned.

QUALIFICATIONS:

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactory perform the essential functions of this position.

Knowledge of:

- Modern office procedures, methods and computer equipment.
- Programs, applications and uses including but not limited to Microsoft® Office Suite, Google® and Sire® software.
- English usage, spelling, grammar and punctuation and business letter writing and basic report preparation techniques.
- Customer service needs and delivery.
- Organization, procedures and operating details of a municipal government.
- Interpret and apply administrative and department policies and procedures.
- Establish and maintain effective working relationships and customer service levels throughout the course of every day business.

Ability to:

- **Operate and use modern office equipment including computer and computer** programs.
- Work independently and make routine decisions in the absence of supervision.
- Type accurately at a speed of at least 60 wpm.
- Prepare and write a variety of reports, memoranda, correspondence and analyses.
- Communicate clearly and concisely, both orally and in writing.
- Analyze problems, evaluate alternatives and make creative recommendations.
- Prioritize project and complete project in a timely manner.
- Put hostile and upset people at ease and direct them to the proper person who can assist them.

Experience, Education & Training:

Any equivalent combination of training, education and experience which provides the individual with the required knowledge, skills, and abilities to perform the job. A typical way to obtain the required knowledge and abilities would be:

Education: High school diploma or equivalent.

Experience: At least two years' business experience of a clerical nature, including one year of dictation. Medical terminology familiarity and usage preferred.

Training:

License or Certificate: Must be able to certify as a notary public within 3 months of hiring date. Must possess, at the time of employment and continuously throughout employment a valid driver's license.

WORKING CONDITIONS:

Work is performed under the following conditions:

Duties require sufficient mobility to work in a typical office setting and use standard office equipment; sustained posture in a seated position for prolonged periods of time; vision to read printed materials and a computer screen, and hearing and speech to communicate in person or over the telephone. Physical exertion is present due to occasional bending, twisting, reaching, standing, walking and stooping. Must be able to handle stressful situations and must carry/lift/push or pull loads of up to 25lbs.

Position is considered safety sensitive and is subject to drug testing.

The City of Mesquite is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals. The City of Mesquite encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.

Revised & approved: June 2012
April 2013 (Safety Sensitive)