

**ADMINISTRATIVE ASSISTANT**

**Department:** Fire Rescue                      **Classification/Grade:** 20  
**Division:** \_\_\_\_\_                              **FLSA Status:** Non-Exempt  
**Reports to:** Fire Chief                              **Date Approved:** \_\_\_\_\_

*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:**

Promote prevention, mitigation of emergencies and disaster through proper planning, public education, and code enforcement by performing secretarial and administrative duties for 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 Rescue billing software.
3. Prepare complex reports as prescribed by the Fire Chief, including specific quarterly and fiscal year statistical reports.
4. Schedule department meetings and appointments; 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, etc.
7. Respond to a variety of correspondence using own discretion with minimal direction.
8. Maintain appointments and prepare agendas for Fire Chief.
9. Handle various specially assigned administrative activities as designated by Chief, including facilitating projects, programs, and research and report preparation.
10. Maintain fire personnel files and confidential records.
11. Examine daily Rescue run reports for patient personal data completeness, facilitating billing efficiency; prepare for dispatch to billing operations, dispatch reports, liaison problem solving.
12. Maintain working knowledge of Federal Medicare/Medicaid programs allowing for liaison with health insurance organizations.
13. Troubles shoot discrepancies between patients and healthcare organizations; answering questions and concerns.
14. Responsible for administering City Ambulance Insurance program.
15. Accounts receivable ambulance insurance premiums, fire protection review fees, hazmat fees, and burn permit fees.
16. Receive, record, and balance cash payments.
17. Administer collection files; transmit to collection service, record statistics, report payments, and initiate reimbursement funds.
18. Respond and coordinates needs of Fire/Rescue staff to Fire Chief.
19. Perform general office procedures, including ordering supplies, answering telephone, and disseminating information to public and maintenance of records.
20. Receive and handle telephone calls and walk-in public.
21. Order office supplies and equipment.
22. Sort and distribute office correspondence.

23. Monitor and respond to department radio calls.
24. Dependable and meet acceptable attendance requirements at all times
25. Follow all applicable safety rules and regulations.

### **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.
- 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.
- Type accurately and at a speed necessary for successful job performance.

#### **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 at a speed necessary for successful job performance.
- 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 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 VDT 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.

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: July 2007  
October 2009