

## Section 5.10: Job Description – Administrative Assistant

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**Position Title:** Administrative Assistant

**Reports to:** Deputy Director

**Basic Function:** Functions as the assistant in the administrative offices. Performs difficult clerical, administrative, and technical work. The administrative assistant will be responsible for responding to requests for information, maintaining training equipment inventories, data processing, filing, research, and other tasks as necessary to support the Deputy Director and the Director.

**Position Scope:** Must be proficient at computer skills; including Microsoft office suite and web based applications. Must be able to learn and use software programs that are specific to public safety and EMS service.

**Minimum Knowledge, Skills and Abilities:**

- Works to establish and maintain positive customer relationships both inside and outside of the organization.
- Performs efficiently in emergency situations.
- Ability to follow complex instructions.
- Operates personal computer, with ability to set up spreadsheets and databases.
- Handles legal correspondence within established guidelines.
- Completes documentation necessary for; medical records, billing, quality assurance and staff education.
- Checks and reviews a variety of data for accuracy, completeness and conformance to established standards. Collects and interprets data for records and reports and transmits data as required.
- Demonstrates compliance with established safety and infection control standards.
- Participates in the economical utilization of equipment and supplies. Catalogues and maintains office and training supplies.
- Must be self-motivated, and be able to work independently.
- Performs other duties as assigned.

**Education and Experience:**

- Any combination of education and experience equivalent to graduation from high school, supplemented by experience in clerical work. College level courses in office administration or related fields preferred, but not required.
- If operating an emergency vehicle becomes necessary, the employee must comply with normal requirements for Field Staff Members.

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**Special Requirements:** General knowledge of standard office practices and procedures, equipment and secretarial techniques; general knowledge of business English, spelling and arithmetic; ability to make arithmetical calculations; ability to type, take and transcribe dictation accurately and at a reasonable rate of speed; ability to maintain and establish effective working relationships with others; ability to follow oral and written instructions; ability to sit at a desk and operate computers, adding machine, calculator, typewriter, etc. for periods of up to three hours continuously; ability to read and write and to exchange information; ability to walk, squat, kneel or bend to file correspondence; ability to lift and carry up to 60 pounds; dexterity required to operate keypads, push buttons, and switches; ability to meet the public courteously and effectively.

**Working Conditions:**

1. Normal work environment is administrative/office setting.

**Other Qualifications:**

1. Satisfactorily completes orientation course.
2. Exhibits excellent work habits and interpersonal skills

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The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

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