

## Job Description

### Human Resource Use Only

Position Number: 10003  
Step/Grade - ~~GH~~  
Effective Date: 06.2023

#### POSITION IDENTIFICATION

**Position Title:** Fire Rescue Administrative Assistant  
**Department:** Fire Rescue  
**Status:** Full-Time Non-Exempt  
**Normal Workweek:** Monday through Friday (7:30 a.m. to 4:30 p.m.)

#### SUPERVISORY RELATIONSHIPS

**Reports to:** Fire Chief  
**Directly Supervises:** No supervisory responsibility

#### POSITION PURPOSE

This position is the sole administrative support to the Fire Department, receiving general guidance and direction from the Fire Chief and the other Chief Officers of the department. Must possess excellent organizational skills, be able to multi-task efficiently, display initiative and flexibility, must have the ability to maintain confidential information, must have extensive experience and proficiency in Microsoft Office products, excellent communication skills (oral and written), interpersonal skills and ability to prioritize. Problem-solving skills, attention to detail, self-motivation, initiative and the ability to work independently with minimal supervision are also required for this role.

#### ESSENTIAL DUTIES

- ~~Handle confidential information, record actions to be taken on sensitive matters, take responsibility for releasing information to authorized parties, attorneys and the media.~~
- ~~Screen phone calls, provide information requiring knowledge of an administrator's particular area of responsibility; answer questions that involve searching for and abstracting data and detailed explanations of policies or procedures.~~
- ~~Prepare and compose correspondence requiring discrimination and judgment in the selection of data or interpretation of rules, policies or the resolution of debatable points where mistaken judgment may entail serious consequences.~~
- ~~Maintains an appointment calendar for the Fire Chief and administrators. Develop department monthly activities calendar, schedule meetings, reserve rooms, prepare notices and agendas and assemble materials/documents needed for such meetings.~~
- ~~Routinely and independently perform tasks such as researching operating problems, contacting outside vendors, general public or other agency representatives.~~
- ~~Acts as contact/resource person for departmental policy matters often involving application of governing regulations.~~
- ~~Monitors contract services compliance with contract terms.~~

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- ~~Compiles a variety of narrative and statistical reports. May maintain cost records, prepare departmental budgets and assist in maintaining financial controls throughout the year.~~
- ~~Sorts, screens, prioritizes and routes mail attaching pertinent correspondence and other relevant data for reference.~~
- ~~Develops and maintains work flow and other procedures and revises procedures as necessary.~~
- ~~Organizes Department's annual events.~~
- ~~Validates and ensures State reporting for Fire and EMS are completed and submitted in the required time frames.~~
- ~~Ensure the accurate recording of work time for fire personnel, generates needed reports, trouble shoots problems and makes modifications to the program as necessary.~~
- ~~Help with the process of submitting payroll for the department~~
- ~~Track false alarms and prepare billing requests.~~
- ~~Prepares and submits for approval departmental requisitions for the purchase of supplies and equipment.~~
- ~~Tracks overtime and training costs for the department.~~
- ~~Final phase collection of ambulance invoices.~~
- Handle and maintain confidential department information and understanding the responsibility for releasing sensitive information to authorized parties.
- Routinely and independently perform a wide variety of tasks.
- Assist in the process of submitting payroll for the department by preparing daybooks, reviewing, and entering or correcting payroll data for department employees.
- Monitors start dates for updates to department personnel. Prepares memos and calculations for the Payroll Department regarding special pay reports including, but not limited to, Fair Labor Standards Act reporting, trade Acting Pay rate changes, step pay and promotional changes, Holiday totals, Vacation totals, longevity pay, Ed Credit pay, Quartermaster Pay, Pager Response Pay, etc. following contractual agreement and federal law.
- Assists in administering the department EMS billing program by working directly with current billing vendor and Wisconsin Department of Revenue. Process final notice phase of collection and submission to debt collector.
- Validate and submit National Fire Incident Reporting System Reports in the required time frames.
- Monitor EMS report submission to ensure reports are send to current billing vendor in required time frame. Validate EMS reports with errors and process addendums to current billing vendor for resubmission.
- Maintain updates to Fire Inspection software such as location and occupancy changes, business emergency call list contacts, etc.
- Assist with sending fire inspection violation notices.
- Researches, prepares, and maintains content for the department's website and social media accounts.
- Prepare all accounts receivable to include, but not limited to, EMS stand by, vehicle accident clean-up fees, re-inspection fees, IV Starts, etc.
- Process all department reimbursements, including but not limited to, clothing and meals and submit to Payroll department.

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- Receive all invoices for accounts payable processing. Verify for accuracy, compare to original purchase, and apply appropriate budget lines for payment.
- Prepare and respond to open records requests for fire incident reports, emergency medical services incidents, environmental records requests, etc.
- Process annual Fire Sprinkler Permits.
- Receives, sorts, screens, and distributes incoming mail and processes outgoing mail.
- Organizes and maintains files and records both paper-based and electronic.
- Performs reception tasks included but not limited to: Receives, screens, and routes telephone calls. Receives and relays messages. Greet and direct visitors. Provides routine information to questions regarding department policies, procedures, etc.
- Maintain appointment calendar for Fire Chief and administrators.
- Assist in scheduling of department activities, events, meetings, and reserving rooms.
- Act as contact person for departmental policy matters.
- Monitor and stay up to date on contractual terms.
- Attend departmental and interdepartmental meetings and conferences as needed.
- Conducts statistical and strategic analysis in preparing department monthly, quarterly, annual, and on-request reports.
- Maintain and prepare department roster and roster assignment shift information.
- Provides support and training to department personnel on use of software and other administrative processes.
- Assists in the onboarding of new hires by creating new user profiles, adding to roster, training on timesheets, software, policies, procedures, etc.
- May prepare agendas, and record minutes of, and attend department and oversight committee meetings.
- Maintains office supplies and materials for fire administration and all fire stations.
- Prepares and submit for approval department requisitions for the purchase of supplies and equipment.
- Assists with quarterly and annual department budget preparation. Prepares an extensive Department salary budget worksheet for Finance Department.
- Maintains knowledge of current office management techniques, policies, and procedures.
- Tracks overtime and training costs for department.
- Manage department scheduling to include, but not limited to, placing employees on an appropriate schedule, modifying schedule changes, removing employees after termination or resignation, and transferring employees to different schedules.
- Creates and monitors annual holiday/vacation master days off schedule. Process change of day holiday/vacation requests with approval from fire administration.
- Assists in coordinating department events such as badge pinning ceremonies, promotional ceremonies, and retiree recognition events.
- Act as collection person for National Fire Safety Council donations and forward to agency.
- Submit end of year reporting to various departments.

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## OTHER DUTIES

- Provide back-up to the Inspection Division in the following areas:
  - Provide service counter coverage: Receive and relay messages. Greet and direct visitors. Provides routine information to questions regarding department.

- ~~○ Springbrook fire sprinkler permits process~~
- ~~○ Accela fence permits process~~
- ~~○ General Accela permit invoices process~~
- ~~○ Service counter coverage~~
- ~~○ Springbrook Code and Contact process~~

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- Performs other related duties as required

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**MINIMUM POSITION QUALIFICATIONS**

**Education:** ~~Associate Degree preferred or the equivalent combination of experience and training which provides the required knowledge, skills and abilities, as determined by the employer. High school degree or equivalent.~~

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**Experience:** ~~At least one One to three years' of progressively responsible office experience as an administrative assistant or one year of business school training. In evaluating candidates for this position, the City may consider a combination of education, training and experience which provides the necessary knowledge, skills and abilities to perform the duties of this position.~~

**Certifications/Licenses:** None

**Other Requirements:** ~~No other requirements. Certified Ambulance Documentation Specialist (CADS) certification within one year of hire~~

**KNOWLEDGE, SKILLS, & ABILITIES**

This position must possess the ability to perform difficult clerical work involving independent judgment; typing with speed and accuracy. Prepare clear and comprehensive reports; draft, compose and edit correspondence from brief oral or written instructions. Speak clearly and concisely to obtain and relate information. Identify and correct errors in English usage and grammar and mathematical calculations in a variety of documents. Organize and prioritize workloads; complete work under time deadlines. Learn to interpret and apply laws, rules and written directions to specific situations. Establish and maintain effective working relationships with co-workers and the public. Assist in devising and keeping office records of a confidential nature; maintain confidentiality. Work with officials and the public in routine, emergency and emotional situations. Take responsibility and use good judgment in recognizing scope of authority and chain of command.

**BACKGROUND CHECK**

Condition of employment

**PHYSICAL DEMANDS**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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**Manual Dexterity:** While performing the duties of this job, the employee is regularly required to sit, stand, walk; use both hands to handle, touch, grasp; reach with hands and arms; talk and hear; and have the ability to coordinate eyes, hands, feet and limbs in performing semi-skilled movements in the operation of computer keyboard, telephone and calculator.

**Physical Effort:** The employee often may be required to climb steps or steep inclines. The employee is required to operate an automobile and enter and exit the automobile several times a day. The employee is occasionally required to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close and distant vision, peripheral vision, depth perception, and ability to focus.

**Working Conditions:** The noise level in the work environment is moderately quiet. The work environment is normally indoors with controlled climate conditions. Occasionally the employee may be required to be for a short period of time, and therefore subject to varying weather conditions, for purposes of accomplishing the essential functions of this job.

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This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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