

VALLEY REGIONAL FIRE AUTHORITY

JOB & CLASS DESCRIPTION

TITLE: Administrative Assistant I		AFFECTED DEPARTMENT(S): Community Risk Reduction	
LAST REVISED: 08/01/2024	PAGE NO: 1 of 4	PAY GRADE: NO4	AFFILIATED NON-AFFILIATED X

NATURE OF WORK

This is a non-represented, non-exempt, full-time position with responsibility for administrative support to assigned departments within the Valley Regional Fire Authority.

Under supervision determined by the Deputy Chief of Community Risk Reduction (CRR), this position performs a wide variety of advanced, specialized administrative support, and customer service duties; plans, organizes, coordinates, and completes administrative projects and tasks as assigned to provide daily administrative support to VRFA divisions.

ESSENTIAL FUNCTIONS

- Serves as the Administrative Assistant supporting workgroups within CRR, including Fire Prevention, Support Services, Community Outreach, and Training. Support work groups as assigned, relieving department personnel of administrative, clerical, and technical details as appropriate.
- Provides administrative support to the Deputy Chief of CRR maintaining confidentiality.
- Coordinates projects and assignments covering a wide variety of subjects, requiring advanced knowledge of applicable policies and procedures specific to the assigned department.
- Maintains knowledge of VRFA policies and procedures, including management policy.
- Provides customer service by assisting the public at the front counter and over the telephone, answering inquiries, and/or referring them to the appropriate staff member.
- Provides backup support for public records requests and processing assuring compliance with requirements and provisions.
- Assists with maintenance of a variety of confidential files, reports, and records to include archiving and retention.
- Screens visitors and phone calls, makes appointments, composes and prepares correspondence, makes travel arrangements, and maintains appointment calendars as requested.
- Provides information and assistance to the public; resolves or refers complaints.

- Prepares purchase orders and expense claims; verifies invoices for payment; orders supplies and equipment.
- Prepares written communications in the form of correspondence, reports, forms, fliers, and manuals; enters and retrieves data; creates spreadsheets, presentations, brochures, graphics, and marketing material.
- Creates and maintains reports utilizing specialized reporting programs.
- Processes outgoing mail, including certified, and courier services at work location.
- Assists in the processing and routing of incoming mail with a delivery date stamp and timely delivery to recipients at work location.
- Researches and organizes data for preparation of correspondence, reports, and special projects.
- Prepares a variety of correspondence, bills, forms, information, and inventory sheets.
- Performs photocopying and arranges for printing of VRFA materials and documents.
- Schedules meetings, prepares agendas, takes and distributes meeting minutes as assigned.
- Provides support for safety and emergency management programs.
- Performs administrative support to the Community Outreach Office including receiving, processing, and scheduling event requests; coordinates event staffing; and assists with materials preparation.
- Provides administrative support to Support Services to include updating and maintenance of records, as well as ordering equipment and goods.
- Provides administrative support to the Fire Marshal's Office to include updating and maintenance of records; receiving, processing, and coordinating inspection and permit requests; and schedules related appointments with internal and external customers.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Maintains knowledge of VRFA policies and procedures and management policy.

Ability to maintain confidentiality of all sensitive information and records in an environment with changing priorities.

Ability to exercise independent judgement and decision making.

Ability to maintain professional composure and tact, patience, and courtesy at all times.

Self-Starter, able to work independently, multi-task, complete tasks on time and produce quality and detail-oriented work.

Ability to maintain effective working relationships and provide exceptional customer service to internal and external customers.

Works effectively under pressure and with frequent interruptions.

Articulate communicates verbally and in writing.

Ability to prioritize tasks, exercise discretion and judgement, and complete work in a thorough and timely manner.

Strong interpersonal skills and experience working with and serving the public.

Position requires a high level of organization, attention to detail and excellent computer skills and proficiency with Microsoft Excel and Word.

Knowledge of computers and electronic database systems and processing.

Knowledge of procedures related to record keeping, records retention, and file management to include both hard copy and electronic.

Operates computer for word processing, spreadsheet, financial, and other related applications.

Understands and follows directions from supervisor, posted work rules and procedures.

Regular, reliable, and punctual attendance.

Occasionally, may be required to work some evening and weekend hours.

Due to internal and external customer service needs, incumbent must be able to work a full-time schedule, on-site.

Shows initiative in performing job functions.

Performs related work as assigned.

WORKING CONDITIONS

Works indoors in a clean, climate-controlled workspace. Required to sit, talk, and hear; frequently required to use hands-to-finger, feel or handle writing utensils, computers and office supplies which require repetitive arm, wrist and hand movement. Occasionally required to stand and reach with arms and hands, climb, balance, stoop, kneel, crouch, bend or crawl. Specific vision abilities include close, distant, color, and peripheral vision, depth perception and to adjust focus. The employee is occasionally required to lift or move up to 25 pounds. May visit job sites that require walking on uneven, rocky, or rough ground. Position requires mental acuity to ensure thorough mental analysis of situations in a fast-paced environment. Employee is required to maintain confidentiality of information within the department. The employee may be required to deal with irate, disgruntled individuals requiring the use of conflict management skills. Employee is frequently required to perform work with numerous interruptions, in confidence and under pressure for deadlines, and is required to maintain professional composure and tact, patience and courtesy at all times.

REPORTING RELATIONSHIPS

Under supervision determined by the Deputy Chief of Community Risk Reduction establishes methods and procedures to accomplish office functions within the framework of established VRFA policies and procedures. Matters/questions of policy and/or policy interpretation are generally referred to supervisor. Performance is reviewed through reports, discussions and periodic formal evaluation.

REQUIRED EDUCATION AND EXPERIENCE

- Graduation from high school or equivalent and three (3) years of successful work-related experience;

OR

- A combination of education, experience, and training that would indicate the level of skills, knowledge, and abilities required to successfully perform the essential functions of the position.
- Experience with MS 365, including SharePoint, preferred.
- Experience in a municipal government or fire department is desired.

REQUIRED LICENSES

Possess and retain a valid state driver's license without impending loss at time of appointment.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. Candidates will need to successfully pass the required background check.