



## POSITION VACANCY NOTICE CITY OF KETCHIKAN

### SPECIFICS

December 31, 2018

#### TITLE: ADMINISTRATIVE ASSISTANT

<b>DEPARTMENT:</b>	FIRE		
<b>STATUS:</b>	Regular Full-time	<b>HOURS/DAYS:</b>	Monday – Friday 8:00 AM – 5:00 PM
<b>GRADE /STEP:</b>	845 / A – I	<b>DUTIES:</b>	See attached job description
<b>HOURLY:</b>	\$20.37-\$22.96	<b>UNION STATUS:</b>	NO

#### SPECIAL REQUIREMENTS:

Four years of increasingly responsible office administrative and secretarial experience.  
Experience in a municipal government is highly desirable.

### ADVERTISING REQUIREMENTS

#### POSITION IS OPEN UNTIL FILLED

**WHERE:** Local Only  Statewide  Pacific NW  National

**PUBLICATIONS:** Ketchikan Daily News; Job Service; City Website

### APPLICANT PROCESSING INSTRUCTIONS

FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT:  
HUMAN REOURCES AT (907) 228-5631 OR ON-LINE AT  
<http://www.ktn-ak.us/jobs>

CITY OF KETCHIKAN IS AN EQUAL OPPORTUNITY EMPLOYER

## ADMINISTRATIVE ASSISTANT - FIRE

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under direction, performs a full range of varied complex, sensitive, highly responsible, and confidential office administrative, secretarial, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of the Fire Department with only occasional instruction or assistance; exercising judgment and initiative, relieves assigned staff of clearly defined and delegated administrative or technical detail including the administration of assigned programs and operations; and assists management staff with special programs, projects, and research.

The Administrative Assistant classification is distinguished from the Administrative Secretary class in that incumbents in the Administrative Assistant class perform more difficult and complex administrative support tasks involving a thorough knowledge of the policies and procedures for their functional areas with a significant degree of independent judgment. Incumbents in the Administrative Assistant class are assigned significant responsibility for carrying out administrative and office secretarial duties, frequently of a complex, highly sensitive, and confidential nature in an assigned functional area, often in a rapidly changing environment. Incumbents may also supervise a small number of staff and perform technical duties in support of assigned operations.

The Fire Department within the Public Safety Group provides all fire protection and fire prevention services within the City. The Department also provides emergency medical and ambulance services as well as disaster relief assistance area-wide in an efficient and cost effective manner. The Administrative Assistant - Fire contributes to Department operations by performing secretarial and administrative duties in support of the Fire Department including serving as a comprehensive source of information and assistance on Fire Department activities and serving as coordinator for assigned operations and services. The Administrative Assistant - Fire must perform these duties in a manner that reflects positively on the City and the Department. He/she is responsible for maintaining a level of professional expertise and image that promotes efficient use of the resources available to the Department.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Performs a wide variety of varied, complex, sensitive, highly responsible, and confidential office administrative, secretarial, advanced clerical, and routine programmatic support functions in support of the Fire Department with only occasional instruction or assistance; relieves supervisor of administrative work including investigating and answering complaints and providing assistance in resolving operational and administrative problems.
2. Plans and organizes work activities; recommends improvements in work flow, procedures, and use of equipment and forms; implements improvements as approved; develops and revises office forms and report formats as required; organizes and maintains filing systems.
3. Monitors telephone, and answers non-emergency calls for service and takes appropriate action according to request; notify appropriate personnel as required.

4. Oversees the Fire Department's administrative function; advertises for new volunteers; assists in planning, scheduling, coordinating, and monitoring certifications of all personnel; processes ambulance billing information for the Finance Department; provides monthly firehouse reports to the State of Alaska; identifies conflicts in reports and notifies appropriate staff.
5. In conjunction with management staff, develops quarterly training schedules for Fire Department personnel; ensures appropriate amounts of various types of training.
6. Assists management staff in the development, preparation, and revision of policies and SOG's as necessary.
7. Drafts and/or types, word processes, formats, edits, revises, and prints a variety of documents and forms including reports, correspondence, memoranda, agenda items and reports, agreements, ordinances, resolutions, technical and statistical charts and tables, and other specialized and technical materials from rough drafts, dictation, modified standard formats, and brief verbal instructions.
8. Proofreads, verifies, and reviews materials, applications, records, and reports for accuracy, completeness, and conformance with established standards, regulations, policies, and procedures; ensures materials, reports, and packets for signature are accurate and complete.
9. Serves as liaison between assigned office and the general public, City staff, and outside groups and agencies; provides general and specialized information and assistance regarding assigned function that may require the use of judgment, tact, and sensitivity and the interpretation of policies, rules, and procedures as appropriate; explains programs, policies, and activities related to specific program area of assignment; receives and screens office and telephone callers; calendars appointments; responds to complaints and requests for information relating to assigned responsibilities; refers callers and/or complaints to appropriate City staff for further assistance as needed and/or takes or recommends actions to resolve the complaint.
10. Develops, revises, and maintains standardized and master documents; composes correspondence, reports and informational materials; assists in designing and producing technical information handouts; copies, disseminates, and posts documents and information as appropriate.
11. Participates in the collection, compilation, and analysis of information from various sources on a variety of specialized topics related to assigned programs; participates in the preparation of reports that present and interpret data, identify alternatives, and make and justify recommendations.
12. Maintains accurate and up-to-date office files, records, and logs for assigned areas; develops, prepares, and monitors various logs, accounts, and files for current and accurate information including manual and computer logs other specialized or technical documents processed; maintains and processes payroll records.
13. Maintains personnel files on all Fire Department members; maintains records of all certificates and expiration dates of certificates; notifies individuals when certificates are due to expire; may coordinate training for re-certification.
14. Compiles, prepares, and enters data into a computer from various sources including accounting, statistical, and related documents; creates and maintains computer based tracking information and reports including assigned databases, records, and lists; creates standard statistical spreadsheets; inputs corrections and updates; assists in the compilation of reports.
15. Utilizes various computer applications and software packages; develops, enters data, maintains, and generates reports from a database or network system; creates and administers mailing lists; designs,

maintains, and utilizes data to develop reports using spreadsheet software; creates, formats, and revises charts, graphs, flowcharts, worksheets, booklets, brochures, and forms using word processing software.

16. Assists in assembling and preparing the annual budget for assigned area; monitors expenditures against budget; prepares purchase requisitions and requests for payment.
17. Attends to a variety of office administrative details such as ordering supplies, arranging for equipment repair, transmitting information, and keeping reference materials up to date; organizes and maintains office and specialized files in accordance with the City's records management program.
18. Maintains calendar of activities, meetings, and various events for assigned staff; coordinates activities and meetings with other City departments, the public, and outside agencies; coordinates and arranges special events as assigned; schedules meetings; coordinates arrangements and sets up meeting rooms; notifies participants; prepares and/or assembles meeting materials.
19. Coordinates, makes, processes, and confirms staff travel arrangements; arranges for transportation and accommodations for travel, checks and processes expense claims.
20. Prepares special reports and performs special projects that may require researching, gathering, and organizing information from a variety of sources.
21. Rents Fire Department supplies including manikins, training videos, chimney cleaning supplies, and overhead projectors to various agencies and groups.
22. May respond to emergencies and provide administrative assistance to incident commanders; may act as a public information officer.
23. As assigned, arranges and coordinates meetings for assigned commission, board, agency, and/or other groups; drafts and finalizes agendas, minutes, and correspondence; coordinates assembly and distribution of agenda packets; prepares legal notices for publication and mailing; attends meetings and takes, transcribes, and assures proper distribution and filing of minutes, resolutions, and ordinances.
24. Serves on special committees and task forces.
25. Performs related duties as required.

## **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

### **Knowledge of:**

Basic functions of public agencies including the role of an elected Council and appointed boards and commissions.

Organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.

Basic principles and practices of supervision and training.

Office procedures, methods, and equipment including computers.

Computer applications such as word processing, spreadsheets, and databases.

Principles and practices of fiscal, statistical, and administrative research and report preparation.

Principles and practices of sound business communication.

Principles of business letter writing and report preparation.  
Basic principles and practices of budget preparation and administration.  
Records management principles and procedures including record keeping and filing principles and practices.  
Methods and techniques of proper phone etiquette.  
Mathematical principles.  
English usage, spelling, grammar, and punctuation.  
Customer service and public relations methods and techniques.

**Ability to:**

Perform a full range of varied complex, sensitive, highly responsible, and confidential office administrative, secretarial, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of assigned programs, division, and/or department with only occasional instruction or assistance.  
Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.  
Understand the organization and operation of the Fire Department as necessary to assume assigned responsibilities.  
Understand, interpret, and apply general and specific administrative and Fire Department policies and procedures.  
Interpret and apply applicable federal, state, and local laws, codes, and regulations.  
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.  
Learn and effectively utilize various software applications.  
Learn and apply new information and skills.  
Type or enter data at a speed necessary for successful job performance.  
Participate in researching, compiling, analyzing, and interpreting data.  
Prepare clear, accurate and concise records and reports.  
Establish, organize, and maintain a variety of specialized files and records.  
Independently prepare correspondence and memoranda.  
Perform mathematical calculations.  
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.  
Plan and organize work to meet changing priorities and deadlines.  
Understand and carry out oral and written directions.  
Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.  
Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

Equivalent to completion of the twelfth grade. Supplemental specialized or college level course work in business administration, office management, secretarial science, or a related field is highly desirable.

**Experience:**

Four years of increasingly responsible office administrative and secretarial experience. Experience in a municipal government is highly desirable.

**License or Certificate:**

Possession of, or ability to obtain, specialized certifications and/or training related to assigned area is desirable. Desirable certifications include: HAZWOPER certification equivalent to the eight hour first Responder Operations Level and CPR/First Aid certification; desirable training includes hazardous communications, HIPPA, and Critical Incident Stress Debriefing training.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions 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 job functions.*

**Environment:** Work is performed primarily in a standard office setting.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

Grade: 8-45  
Job Position Code: 38321  
Union: No  
FLSA: Non-Exempt  
Date Created: June, 2007 (Johnson & Associates)  
Date Revised: April 2011

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Human Resources Manager Approval

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