

Office Manager

Department: Fire Department
Division: Civilian, Office of the Chief
Appointing Authority: Mayor

Grade: S 3
Revision Date: 12/18
Bargaining Unit: S

Definition:

Performs responsible and confidential, administrative and clerical assistance to the Fire Chief in the operation of a municipal fire station; all other work as required that is logical to the position.

Supervision:

Works under the direct supervision of the Fire Chief.

Will supervisor additional civilian clerical help within the Fire Department.

Environment:

Minimal physical effort required in performing duties under typical office conditions. Operates typewriters, computers, calculators and other standard office equipment. Noise levels are usually quiet to moderate, except if apparatus is leaving the station.

Has frequent contact with other town departments and employees, outside organizations, vendors and the general public.

Errors in judgment, duties or performance may cause an adverse impact on employee morale or public opinion; confusion and delay, legal or financial repercussions, waste of public funds, and lower standards of fire service for the town.

Performs responsible processing functions requiring independent judgment to ensure compliance with applicable laws, rules, regulations and departmental policies, procedures and methods.

Has access or is privy to confidential information subject to non-disclosure or limited disclosure pursuant to law or regulation, including collective bargaining information and other town or departmental level information.

Essential Functions:

(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. 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.)

Responsible for departmental services including correspondence, reports, minutes, answering phones, relaying messages, making appointments, scheduling, interpreting and explaining established policy and procedure in response to inquiries from a variety of sources, summarizing

reports and information to facilitate review by superiors, and investigating, evaluating and resolving problems within scope of position.

Maintains ambulance account. Coordinates with ambulance billing company. Responds to ambulance report requests and assists with providing information for the ambulance CPE grant. Processes ambulance turnovers.

May coordinate medical physicals and annual testing.

Maintains departmental files and records such as: personnel and time records, scheduling, payroll and attendance records, payroll information including overtime, incentive, clothing expenses, EMT, sick time, time off, IOD time, step increases, outside detail and other personnel actions that affect pay; prepares payroll and payroll expense sheets; IOD processing and accident reports.

Assists the Chief in departmental civil service paperwork in order to ensure compliance with requisitions and appointments in accordance with civil service law, regulation and protocol; schedules physical, strength and agility testing, and performs clerical duties in fulfillment of their requirements.

Performs departmental accounting duties relative to purchasing, bill warrants, accounts and bills payable, turnovers, bills receivable, balance and reconciliation duties for Department, Civil Defense, Capital Projects, Police and Fire Indemnification, Special Articles, and Fire Alarm/Fire Prevention; responsible for purchase of office and station supplies and inventory control.

Assists the Chief in grant preparation, writing and administration; maintains account balances, expenditures, reimbursements and reporting and audit functions. Assists Chief in data preparation for Emergency Management and SARA Title II LEPC matters; maintains and updates MSD Sheets and any other Haz-Mat reports or paperwork; prepares and manages fire and motor vehicle reports and reports to State Fire Marshal's Office; maintains departmental fire reports, day sheets and processes as appropriate.

Assists Chief in internal and external communications and coordination of activities including notification of external agencies as appropriate in the exchange of information, and responding to requests for information from outside the department; assists in preparation of statistics and departmental activity.

Minimum Qualifications:

Education and Experience:

Associates degree in office, business or records management or related field experience preferred. Two years of fire department or municipal office related experience preferred; or, any equivalent combination of education and experience that enables performance of all aspects of the position. General knowledge of a fire station environment, language and methods of operation is highly desirable.

Knowledge, Ability and Skill:

Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; familiarity with database programs and computer hardware and software systems with experience in MUNIS and Access environment preferred.

Must possess interpersonal skills to handle sensitive and confidential situations or information with considerable knowledge of office rules, regulations and procedures. Requires consistent tact, diplomacy and the ability to interact in a positive and effective manner with a wide variety of individuals, including the general public, employees, vendors and personnel at all levels of authority including fire personnel, and outside agencies or officials.

Ability to perform projects and assignments independently with minimal supervision. Ability to prepare routine correspondence, reports and analyses; training and/or experience with grant funding including proposals, oversight and reporting.

Ability to understand, perform basic mathematical calculations, efficiently and accurately; comprehend and make inferences from written material; learn job-related material primarily through oral instruction and observation; working knowledge of or ability to learn civil service requirements and fire department terminology.

Must have ability to communicate effectively orally and in writing; ability to keep accurate and detailed records; apply organizational skills efficiently with attention to detail; ability to meet deadlines and work effectively in pressure situations in a multi-task environment.

Independent and logical judgment is required to implement directives of supervisor and must perform all aspects of job responsibilities with honesty and integrity; interpret and make decisions in accordance with established policies; must be able to meet attendance requirements.

Physical Requirements:

Frequent sitting, talking, walking and mental concentration for prolonged periods required; frequent use of hands and fingers to handle, feel or operate objects, tools, or controls and reach with hands and arms in operating/using various office equipment; occasionally required to lift or move records or objects of up to 15 pounds; specific vision requirements include close vision for extended periods of time at computer monitor, and ability to adjust focus, color vision and depth perception. Must be able to communicate verbally and be understood clearly, ability to operate a personal computer or other keyboard device utilizing a windows environment and to operate a keyboard and standard office equipment at efficient speed.

Special Requirements: Must successfully pass CORI and SORI checks.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:

EXECUTED 12/13/2018 AND ON FILE IN THE HR DEPARTMENT

Human Resources Director

Date

Revision History: 12/18

Mayor

Department Head

['S' Unit Review: _____]