City of Council Bluffs

Job Description

Fire Department Administrative Specialist

Department: Fire
Supervisor: Fire Chief
Location: Fire Headquarters
FLSA Status: Non Exempt
Prepared By:
Prepared Date: April 2022
Union: Non-Union
Pay Grade: 18

Summary: An employee in this class assists the Fire Chief and Department Administration to carry out administrative functions of all divisions within the Fire Department.

Essential Duties and Responsibilities:

- Performs administrative tasks within the Fire Department:
  - Acts as confidential secretary for Department Head
  - Provides advice and recommendations to the Fire Department Administrative Staff
  - Serves as an active member of various department committees created to deal with specific problems and issues
  - Creates reports utilizing spreadsheet software and the Record Management System
  - Sets up charts and other graphic materials
  - Maintains confidential records
  - Coordinates the maintenance and updating of department records
  - Prepares Personnel Action forms
  - Monitors and provides recommendations for improvement of administrative procedures and complaint systems, work order, etc.
  - Tracks department injuries and monitors Alternative Duty Staff
  - Coordinates and tracks yearly department medical physicals
  - Carries out special projects as deemed necessary by the Fire Chief
  - Updates and maintains department Standard Operating Procedures
  - Processes all record and report requests for EMS and Fire incidents
  - Assist supervisory staff to update work rules and policies including SOP's
- Oversees and coordinates all Fire Department purchasing:
  - Creates all Purchase Order requests for all Fire Department Divisions that correspond

with purchase practices
    - Maintains the purchase order system in accordance with Finance procedures
    - Creates and distributes invoices for EMS, Hazmat, and Fire Marshal services
    - Assists with EMS billing process and patient inquiries
    - Works directly with Department Fire and EMS reports to ensure compliance and proper documentation
    - Allocates and Tracks credit cards for all Fire Department Divisions
- Establishes effective working relationships with public and staff:
    - Screens complaints and questions from the general public
    - Properly directs calls to appropriate personnel and divisions
    - Contacts staff and public to obtain information or to discuss matters of mutual interest
    - Provides general information, advice, and technical assistance to general public concerning governmental requirements, procedures and regulations for obtaining city services or authorizations
    - Advises public in regards to City/Department ordinances and policies
    - Serves as an active member of various management staff teams or committees
    - Provides advice and recommendations to the Division Chiefs
    - Assist department personnel with MFPRSI retirement documents
    - Assist with requests from public for smoke and CO detectors
- Performs office management duties:
    - Maintains divisional personnel records
    - Maintains an inventory of necessary office supplies
    - Prepares factual, clear, and concise written staff reports with specific recommendations
    - Interprets and informs staff in matters relating to City policies, procedures, and union contracts when applicable
    - Handles incoming and outgoing mail and inter-office correspondence
    - Operates personal computer, printer, scanner, copy machine, and fax machine
- Coordinates public requests for public events, station tours, trainings, etc.
    - Distributes any public complaints to appropriate Division Chiefs
    - Maintains Department Social Media Accounts and assists with Press Releases
    - Maintains Department Calendar for the three Divisions
- Coordinates all department ceremonies including but not limited to promotions, retirements, and academy graduations
- Participates in annual budget preparations and monitors division budgets
    - Ensures proper coding of Department Expenditures
- Represents the Fire Department as assigned
    - Represents the department at meetings with other City departments
    - Deals with the public on an individual basis
- Regular and predictable attendance is required
- Other duties as assigned

Supervisory Responsibilities:
This job has no supervisory responsibilities. Acts as an advisor to direct supervisors throughout the department.

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty

satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Associate's Degree in a related field
- A minimum of five years' experience in preforming administrative duties
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities necessary to perform the work.

Certificates, Licenses, Registrations:

- Valid Driver's License
- Iowa Notary or ability to obtain Iowa Notary if selected for this position

Physical Demands:

- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and see, talk, and hear.
- The employee must be able to occasionally lift and work with up to fifteen (15) pounds.
- The work environment is an office setting that is customer facing, with periods of very busy and relatively quiet cycles.

Other Skills and Abilities:

- Knowledge of principles and practices of the Fire Department/EMS Division or local government administration
- Ability to write clear and concise reports
- Accomplish goals with minimum supervision
- Ability to understand medical terminology and report writing standards
- General knowledge of office procedures
- Knowledge of record keeping and filing procedures within the Fire Service.
- Proficient with computer's, spreadsheets, database, work orders, purchase orders and word processing software
- Excellent verbal and written communication skills with ability to compose and edit documents including knowledge of spelling, office vocabulary, and grammar
- Ability to work accurately with numbers and codes
- Excellent organizational skills and attention to detail
- Ability to understand and apply technical information and procedures