



## Administrative Secretary FIRE-EMS/20

### Fire & EMS

#### JOB SUMMARY

This position provides administrative and secretarial support to the Department of Fire and Emergency Services in any of the Department's established sections.

#### MAJOR DUTIES

1. Prepares letters, press releases, memoranda and reports; proofreads documents; establishes formats for special projects; transcribes minutes.
2. Assists all department managers and personnel with technical and administrative support.
3. Assists all station officers with clerical requests as needed.
4. Prepares Board of Commissioners' agenda requests for the department.
5. Processes revisions to and distributes departmental policy and procedures manuals; maintains library of policies and procedures manuals.
6. Coordinates department accreditation documents and annual compliance reports.
7. Maintains COOP manual and EMS Billing manual and other manuals used by the department.
8. Maintains leave records for all department personnel, entering information into the department's record system.
9. Receives Roll Call reports from all stations on a daily basis.
10. Receives Overtime and Comp Time reports from all stations.
11. Completes payroll process for 80 and 106-hour employees with separate payroll codes; insures accuracy and completeness of information.
12. Responds to Human Resources Department requests to resolve payroll problems or to provide information.
13. Assists in the maintenance of confidential personnel records.
14. Maintains monthly On-Line Personnel Staffing report.
15. Places orders for office supplies and other items and maintains office supplies and inventory and assists with office equipment maintenance.
16. Processes incoming and outgoing mail.
17. Answers telephone and greets visitors; provides information and assistance; takes messages; refers to appropriate personnel.
18. Expedites construction/site plan documents from business owners, contractors, and architects.
19. Enters building and contact information into database.
20. Issues permits; maintains related files and records.
21. Schedules inspections for Fire Marshal or Inspector.
22. Receives and accounts for funds received.
23. Schedules public relations events.
24. Reviews, corrects, and submits patient billing to the county's contracted billing service provider. Processes ambulance refunds; completes paperwork for patients applying for financial aid.
25. Reviews and makes corrections to Patient Care Records submitted by station personnel; checks for accuracy and proper documentation.
26. Assists in maintaining inventory of EMS supplies, equipment, and pharmaceuticals.
27. Processes inquiries from patients, billing company, and insurance companies.
28. Performs other related duties as assigned.

#### KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of the principles and practices of records management.
2. Knowledge of modern office practices and procedures.
3. Knowledge of county payroll policies and procedures.
4. Knowledge of FMLA requirements.
5. Knowledge of computers and job-related software programs.
6. Skill in public and interpersonal relations.

7. Skill in the use of fax machine, scanner, copy machine and other office equipment.
8. Skill in oral and written communication Ability to operate a personal computer and various office machines.
9. Proficiency on Microsoft Office applications including Word, Excel, Visio, and PowerPoint.
10. Ability to become proficient in departmental and State Fire/EMS reporting software.

## **SUPERVISORY CONTROLS**

The supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

## **GUIDELINES**

Guidelines include HIPPA regulations, State of Georgia Rules for Ambulance Services, the EMS Billing Compliance Administration Manual county and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

## **COMPLEXITY/SCOPE OF WORK**

- The work consists of related administrative duties. The need to perform different tasks simultaneously contributes to the complexity of the position.
- The purpose of this position is to perform administrative and secretarial support for the entire department. Success in this position contributes to the efficiency and effectiveness of department operations.

## **CONTACTS**

- Contacts are typically with members of the public, other county employees, vendors, business owners, attorneys and insurance companies.
- Contacts are typically to give or exchange information; resolve problems; and provide services.

## **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, stooping, or crouching. The employee occasionally lifts light and heavy objects.
- The work is typically performed in an office.

## **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

None.

## **SPECIAL CERTIFICATIONS AND LICENSES**

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines.

## **ADA COMPLIANCE**

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

## **HIPAA COMPLIANCE**

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

## **DRUG AND ALCOHOL COMPLIANCE**

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute, or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

#### **MINIMUM QUALIFICATIONS**

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or GED.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.