

## **FIRE OPERATIONS SPECIALIST**

### **General Statement of Duties**

Performs professional level office management and administrative support functions for the Fire Rescue Department.

### **Distinguishing Features of the Class**

Employees in this class perform a variety of administrative, secretarial, and records keeping duties. This position serves as the office manager assuring purchasing and time keeping complies with established policies and procedures. The position also provides the Fire Command Staff with timely budget updates and reports. Work also includes planning and organizing special projects and activities for the Department (receptions, ceremonies, etc.) Precedent setting situations are referred to higher level supervisors. Guides may include a variety of written manuals and instructions, as well as oral instructions. Sound judgment is required in performing the tasks. Work is performed under the general supervision of the Deputy Chief of Support Services and is evaluated through observation, reports, discussions, and the quality and effectiveness of work completed.

### **Essential Duties and Illustrative Examples of Work**

Provides administrative support to the Fire Rescue Chief, Chief Officers, Fire/Life Safety Educator, Inspectors, and other Fire Rescue Department staff;

Answers incoming phone calls and greets walk-in customers, answering varied inquiries and providing general department, division, or program information to internal and external customers; refers customers to appropriate department staff as needed; handles emergency situations as they arise with courtesy and tact; assists until emergency personnel arrive; provides recommendations for improvements to ensure public needs/requests are being met efficiently;

Coordination of the scheduling of department community/training rooms, ordering supplies, and refreshments to facilitate room activities;

Schedules appointments, meetings, interviews, and supports the Department's Operations and Support Services divisions work for applicant recruitment, background checks and new hire processing;

Prepares department Personnel Action Forms to include new hires, job/supervisor change notifications;

Maintains assigned department rosters and personnel records;

Schedules meetings, maintains various department electronic calendars; may make travel arrangements for department staff;

Organizes various department events such as; retirements, badge pinning ceremonies, annual department banquet, meals for special trainings and meetings, develops and distributes invitations;

Prepares notes and minutes, types correspondence, emails, memoranda, notes, reports, forms, or other materials; reviews work for compliance with instructions, spelling, punctuation and basic grammar; proofreads final proof of materials;

Organizes and maintains filing systems; scans and indexes records into electronic document management systems; assists with records retention and destruction;

Manages office supply inventory for department. Ensures office supply requests are fulfilled and supplies are distributed to stations in a timely manner;

Reviews Fire Rescue Department time cards (Kronos); makes edits as needed

Provides assistance to the department Relief Fund Board of Trustees;

Manages department P-Card transactions;

Coordinates preparation of department budget, processes invoices and expense reports; tracks and monitors invoices charged against purchase authorizations and purchase requisitions; reconciles monthly expenses/budget coding;

Performs related duties as required.

### **Knowledge, Skills, and Abilities**

Comprehensive knowledge of office management, personnel, financial, and administrative practices;

Articulate and present a positive professional image both in person and in other modes of communication;

Establish and maintain effective working relationships with employees, supervisors, other departments, officials, and the public;

Maintain tact and courtesy when interacting with the public and employees;

Communicate well both verbally and in writing;

Possess strong organizational, time management, and multi-tasking skills;

Maintain records and prepare reports in a timely manner;

Research and prepare reports in a well-organized form;

Formulate / implement administrative procedures;

Analyze difficult administrative and operational problems and develop and present sound conclusions and recommendations;

Maintain confidentiality of material;

Create ideas that improve production, organizational performance, or result in cost or time savings

for the department;

Communicate in a positive and respectful manner with customers and residents;

Demonstrate flexibility and cooperative attitude when faced with change;

Must have ability to follow instructions, solve problems and work with minimal supervision;

Proficient in using current Microsoft applications (Outlook, Word, Excel) in addition to other department records management systems and related resources.

### **Working Conditions and Physical Requirements**

Must be able to physically perform the basic life operational functions of climbing, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to prepare data and statistics, work with accounting processes, take transcription, operate a computer terminal, and do extensive reading for research projects.

### **Desirable Education and Experience**

Graduation from a two-year college or university with a major in business or related field and considerable experience in an administrative support capacity; or an equivalent combination of education and experience.

### **Special Requirements**

Obtained in specified timeframe:

CPR Certification

NC Fire Chief 101 Training

### **Fair Labor Standards Act (FLSA) Status**

Non-Exempt