



GENERAL DIRECTIVE

Grand Traverse Metro Emergency Services Authority

Directive Number:	104.50	Effective Date:	05/15/2011
		Revision Dates:	10/27/2011
Section:	Organizational Information		
Subject:	JOB DESCRIPTIONS – ADMINISTRATIVE ASSISTANT		
By Order of Fire Chief Patrick J. Parker			

I. Scope

This guideline establishes select duties for the position of Administrative Assistant Level 1 for Grand Traverse Metro Emergency Services Authority (GTMESSA).

II. General

This person provides support for the office manager and all other fire department administrative staff. Stressful conditions such as workloads and/or deadlines may be inherent in the position. This position may require irregular hours and may also require travel by the employee in the employee's own vehicle.

III. Response

This is a staff position requiring considerable knowledge of Fire Department rules, regulations, policies and procedures; the exercise of considerable discretion and independent judgment in handling delegated administrative details; and various clerical duties including (but not limited to) answering the phone, greeting the public, filing, taking meeting minutes, computer data entry, report writing and other duties as assigned by the supervisor. This person provides support for the office manager and all other fire department administrative staff. Stressful conditions such as workloads and/or deadlines may be inherent in the position. This position may require irregular hours and may also require travel by the employee in the employee's own vehicle.

At minimum a high school diploma and five years experience in the position of an administrative assistant are required but an Associate Degree is preferred for this assignment with course work in secretarial and office administration programs and three years experience in advanced secretarial work including general accounting.

The successful candidate must:

- A. Possess and maintain a valid Michigan Driver's License, personal vehicle insurance and have a personal vehicle available for travel.
- B. Demonstrate proficiency in using computer software including Microsoft Office Suite, Excel, PowerPoint and Word.
- C. Have the capability and expertise to quickly learn new software applications for accounting and fire reports.
- D. Have the ability to keyboard a minimum of 50 words per minute accurately.
- E. Have knowledge of general fire department operations and organization.
- F. Be able to converse and communicate effectively over the telephone, face-to-face and in writing in order to provide and receive information.

- G. Be able to make moderately complex decisions in accordance with established policies and procedures.
- H. Have the ability to conduct research to gather data and statistics and to compile information from various sources.
- I. Maintain confidentiality in all matters.
- J. Possess the skills necessary to deal courteously and effectively with other employees of the fire department and the general public.
- K. Possess the functional ability to operate office equipment such as facsimile machine, copier, multi-line telephone system, computer network system and other general office equipment.

Applicants for employment with the Grand Traverse Metro Fire Department will receive equal consideration without regard to race, color, religion, national origin, age or gender.

THIS POSITION IS AN "AT WILL" POSITION.

SOG 104.50 Authorized by: *Chief Pat Parker*

Chief Patrick J. Parker