



GENERAL DIRECTIVE

Grand Traverse Metro Emergency Services Authority

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| Directive Number: 104.50 | Effective Date: 02/07/2022 |
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| | Review Dates: 01/27/2022 |
| 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 for Grand Traverse Metro Emergency Services Authority (GTMESSA).

II. General

This person provides support for the fire department administrative staff. Stressful conditions such as workloads and/or deadlines may be inherent in the position.

III. Response

This position requires 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. This position provides support for the fire department administrative staff. Stressful conditions such as workloads and/or deadlines may be inherent in the position.

The successful candidate must:

- A. Maintain confidentiality in all matters.
- B. Possess the skills necessary to deal courteously and effectively with other employees of the fire department and the general public.

IV. Knowledge and Skills

- A. Demonstrate proficiency in using computer software including Microsoft Office Suite (Outlook, Excel, and Word), QuickBooks, Accounts Payable programs, and Tax Reporting Programs.
- B. Ability to greet the public in person and on the telephone, file documents, take meeting minutes, process computer data entry, report writing, and other duties as assigned.
- C. Possess the functional ability to operate office equipment such as facsimile machine, copier, multi-line telephone system, computer network system, postage machine, and other general office equipment.
- D. Capability to quickly learn new software applications for accounting and fire reports.
- E. Keyboard a minimum of 50 words per minute accurately.
- F. General fire department operations and organization knowledge.

- G. Effectively converse and communicate over the telephone, face-to-face, and in writing in order to provide and receive information.
- H. Ability to make moderately complex decisions in accordance with established policies and procedures.
- I. Conduct research to gather data and statistics and to compile information from various sources.
- J. .

V. Education and Experience

- A. Minimum of high school diploma or its equivalent.
- B. Five (5) years of relevant experience required.
- C. Three (3) years general accounting practices preferred.

VI. Physical Requirements

- A. Physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- B. While performing the duties of this job, the employee is regularly required to talk and hear.
- C. Employee is required to sit, stand, walk, reach with hands and arms, climb or balance, stop, kneel or crouch.
- D. Employee must occasionally lift and/or move up to 20 pounds.
- E. This position may require irregular hours.
- F. This position may require travel by the employee in the employee's own vehicle or company provided vehicle.

SOG 104.50 Authorized by: *Chief Pat Parker*

Chief Patrick J. Parker