



## TOWN OF EAST LYME

Fire Service

# Administrative Assistant

The Town of East Lyme is seeking an Administrative Assistant for the Fire Service.

**SUMMARY:** The Administrative Assistant performs responsible clerical and administrative support work of moderate complexity requiring accuracy, attention to detail, organizational skills, and computer knowledge. Work involves such varied and diverse tasks as assisting the Town Fire Chiefs, fire marshals, and inspectors, typing, word processing, filing, answering telephones and greeting residents. Work involves the exercise of independent judgment, initiative, creativity, flexibility and effective interpersonal skills to work with co-workers and the general public.

**SUPERVISION RECEIVED:** Work is performed under the general supervision of the Fire Chief and Deputy Fire Marshal and verified in accordance with department procedures.

**SUPERVISION EXERCISED:** N/A

**CLASSIFICATION & HOURS OF WORK:** The Fire Service Administrative Assistant is a union position in the United Public Services Employees Union that works 40 hours/week (Monday through Friday 8am-4:30pm).

### **ESSENTIAL JOB FUNCTIONS**

- Assists Town Fire Chiefs with routine office duties.
- Provides assistance to elected officials, departments within the Town and the public, as required.
- Performs clerical and administrative functions such as scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.
- Drafts, types, and distributes meeting notes, routine correspondence, and reports.
- Prepares agendas and makes arrangements for committee, board, and other meetings.
- Types routine and confidential correspondence, meeting minutes, policies and procedures, reports, text and other written material from rough drafts, corrected copies, voice recordings, dictation or previous versions, utilizing a typewriter or computerized word processing, spreadsheet and database software.
- Checks completed work for spelling, grammar, punctuation, and format.
- Prints and makes copies of work.
- Performs general receptionist duties.
- Receives and screens telephone calls in a polite and knowledgeable manner.

- Greets persons entering establishment, determines nature and purpose of visit, and directs or escorts them to specific destinations or appropriate persons.
- Takes accurate messages, as needed.
- Responds to general information inquiries and complaints, directing unusual inquiries and/or concerns to the appropriate official.
- Provides information to the general public on programs, policies, and procedures.
- Files and stores completed documents on computer hard drive or disk, and/or maintains a computer filing system to store, retrieve, update and delete documents.
- Keeps records of work performed.
- Utilizes word processing, database, and/or spreadsheet software.
- Receives, sorts, opens, and distributes incoming mail. Processes outgoing mail and sends facsimiles.
- Files correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used.
- Locates and removes material from file when requested.
- Performs other clerical duties such as running errands, sending faxes or scheduling appointments and meetings.
- Relieves and supplements staff in other offices as assigned.
- Provides administrative and clerical support to Boards, Commissions and Agencies, as assigned.
- Establishes and maintains effective and courteous working relationships with Town officials, public officials, residents, members of the general public, other departments and agencies, co-workers, and volunteers.
- Attends classes/training relating to job as determined by the Department Head. Regular attendance is a requirement of this position.
- Data entry into the records database including pre fire plan information, NFIRS reports, and training record.
- Maintains the inventory of supplies.
- Assist the Town Fire Chiefs, Fire Marshals or inspectors out in the field as needed to assist with notetaking, information gathering, or other functions as needed.
- Inform public groups on the plans, programs, and goals of the Fire Service.
- Other tasks as directed by the Town's Fire Chief's and Fire Marshal's

**\*\*\*\*\*The duties listed above are intended only as illustrative of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position\*\*\*\*\***

## **QUALIFICATIONS PROFILE**

### **Knowledge, Skills and Ability**

- Knowledge of the theories, principles, and practices of effective public administration, with reference to Fire Service policies, personnel, and budget administration.
- Knowledge of business English, grammar, punctuation and arithmetic.
- Knowledge of the special laws, regulations and technical terminology pertaining to assigned work or the ability to acquire such knowledge during a reasonable period of training.
- Knowledge of English to speak, read and to understand written orders, to prepare reports, and to be able to use the telephone and communicate necessary information.
- Ability to follow instructions in written, oral or diagrammatic form without consistent direct supervision.
- Knowledge of general office practices and procedures.
- Strong organizational skills.
- Knowledge of administrative and clerical practices, procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and office terminology.
- Knowledge of data processing technology, operations, systems, modern office procedures, office equipment, and administration.
- Skilled in the use of a computer terminal or personal computer for word-processing, database or spreadsheet applications.
- Knowledge of governmental organization management.
- Knowledge of the principles and practices of effective administration with particular attention to short- and long-term strategic planning.
- Knowledge of the activities, objectives, and ideals of fire services and operations.
- Knowledge of the facilities, equipment, and personnel needed to provide fire and medical services and operations.
- Knowledge of the methods, equipment, and materials used in providing fire and medical services.
- Ability to demonstrate a basic understanding of the principles and methods of governmental funding, budget presentation, and monitoring.
- Ability to plan, organize, and direct a progressive public agency with several functional areas.
- Ability to organize and direct the activities of staff engaged in providing optimum fire services.

### **Education, Experience and Training**

- High school diploma supplemented by courses in modern office practices plus three years of relevant experience in general office work; or any equivalent combination of training and experience.
- Prior experience in a Fire Service Department preferred.

## MANAGER/SUPERVISOR EXPECTATIONS:

The Administrative Assistant for the East Lyme Fire Service is expected to embrace, support, and promote the Fire Service's core values, beliefs, and culture, which include, but are not limited to, the following:

- High ethical standards
- Provide outstanding customer service to internal and external customers.

## PHYSICAL AND MENTAL REQUIREMENTS/WORK ENVIRONMENT:

This is a full-time, benefited position which works a minimum of 40 hours per week.

The physical demands described here 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.

While performing the duties of this job, the employee is frequently required to speak and hear; walk; sit; use hands to finger, handle, feel or operate equipment, tools, or controls; use wrists for repetitive motion; and reach with hands and arms.

The employee is occasionally required to climb or balance, stoop or kneel. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, color vision, distant vision, peripheral vision, depth perception, and the ability to adjust focus. Hand-eye coordination is necessary to operate computers and various pieces of equipment.

While performing the duties of this job, the employee predominantly works in an office setting. The noise level in the work environment is usually moderate.

Employee must be free from mental and physical disorders that would interfere with performance of duties as described and can maintain his/her composure with the public and coworkers in everyday stressful and emergency situations. Employees may occasionally have to function in situations in which they may be subjected to aggressive verbal behaviors.

## PAY AND BENEFITS:

- Hourly wage is \$28.00/hr per the United Public Service Employees Union (UPSEU) Collective Bargaining Agreement based on experience and knowledge. A copy of the UPSEU contract can be found on the Human Resources page of the Town of East Lyme website.

**\*\*\*\*\*This job description does not constitute an employment agreement or contract between the employer and the employee and is subject to change by the employer as requirements of the job change. The order in which Essential Functions and Qualifications Profile are meant only for reference and do not necessarily represent any order of magnitude.\*\*\*\*\***

To apply, visit [Human Resources - Town of East Lyme \(eltownhall.com\)](http://eltownhall.com),  
or submit an [Application](#) along with resume and cover letter to  
[hrmanager@eltownhall.com](mailto:hrmanager@eltownhall.com).

*As an equal opportunity employer, the Town of East Lyme does not discriminate on the basis of race, color, religious creed, age, marital status, national origin, ancestry, sex, sexual orientation, genetic information, gender identity or expression, disability (including pregnancy), status as a Veteran, or any classification protected by state or federal law.*