

**Union Fire Co. #1  
Job Description**

<b>Job Title: Administrative Assistant, Fire &amp; EMS Services</b>		<b>Job Code:</b>
<b>Reports To:</b> Chairman, Union Fire Company #1 Board of Directors		<b>Job Grade:</b>
<b>Creation Date:</b> 11/2020	<b>Revision Date:</b>	<b>FLSA: Non-Exempt</b>

**Job Summary:**

This role has the primary responsibility of coordinating and providing executive level administrative support for company.

**Administrative Support:**

- Drafts letters, presentations and other materials establishing the appropriate framework and format.
- Provides advanced level administrative support for department. Triage phone calls and prioritizes correspondence.
- Researches and transfers information about customer concerns to appropriate individual.
- Assists with budget development and spending. Prepares monthly reports and analysis and makes projections.
- Sorts and distributes incoming and outgoing mail to appropriate parties.
- Manages membership process including issuing cards, managing membership roster and provides Board with timely updates of upcoming membership status.
- Maintains and ensures regulatory compliance of all personnel and training files.
- Receives records and oversees appropriate action on all accounts receivable, accounts payables and financial accounts. Manages department credit cards reconciliation process.
- Oversees and arranges annual company external audit.
- Responsible for overseeing and managing annual department fund drive.
- Attends Board of Directors, Board of Engineers and department wide meetings as directed and necessary.
- Purchases all station administrative supplies and coordinates process to determine inventory needs.
- Participates in community events as assigned or available and positively represents and promotes company.

**Reporting & Analysis:**

- Creates and distributes monthly reports using Emergency Reporting Software.
- Assists with data entry for incident as directed by a member of the Board of Engineers.
- Records departmental activities and training using designated software.
- Creates and maintains intermediate to moderately complex spreadsheets and databases and prepares reports, tables, and charts.
- Creates specialized department reports, providing executive summaries for review and analysis.

**Customer Service/Communication**

- Cultivates positive professional relationships at all levels and with a diverse audience.
- Communicates and collaborates effectively while striving for the highest possible outcomes for customers and our organization.
- Develops and maintains strong working relationships with internal and external customers.
- Works proactively to identify problems and craft creative solutions.

In addition to the essential functions listed above, the employee is expected to exercise honesty, integrity and respect with all clients and co-workers, preserve confidentiality of all business information and data, maintain a professional appearance and demeanor, demonstrate a positive attitude, communicate effectively with co-workers and clients, work with accuracy, efficiency, and attention to detail, respect the work environment and keep it as environmentally friendly as possible, and exercise initiative to learn new skills and tasks and to help co-workers when possible. Reliable attendance and punctuality are also required. **The employee is expected to perform other related duties, special projects and functions as required from time to time and as required.**

**Knowledge and Skills:**

- Demonstrates flexible and efficient time management and ability to prioritize workload appropriately.
- Demonstrated experience with attention to detail and excellent organization skills.
- Demonstrated experience to work independently or as a team.
- Exemplary customer service skills and communication.
- Recognized as one who is proactive in problem-solving and works towards creative solutions.
- Ability to effectively present information in one-on-one and small group situations to internal/external customers.
- Requires strong problem-solving ability and strong analytic skills.

**Qualifications:**

- High Diploma or equivalent required, Associates degree preferred.
- **Intermediate** MS Office Suite required (Word, Excel, PowerPoint)
- Proficiency in QuickBooks Accounting Software
- Obtain and present satisfactory (“no record”) PA Child Abuse Clearance and Satisfactory Criminal Background Clearance.
- 2-5 years related experience required, more experience a plus.
- Proficiency in Emergency Reporting Software preferred.
- Prior knowledge or experience in operations of a modern fire department.

**Physical requirements and work environment:**

- Performs work required for this position in an office and active fire & EMS department environment.
- Remains sedentary for moderate to extended periods of time.
- Required to use a computer monitor, keyboard, and mouse for extended periods of time.
- Ability to lift up to 50 pounds on occasion.

**Reasonable accommodations for disability**

Any employee, who believes that a reasonable accommodation is required for purposes of federal or state disability law is required to contact Human Resources to begin the interactive exchange process.