



**ADMINISTRATIVE SUPPORT SPECIALIST II – FIRE/EMS**

*FLSA Status: Non-Exempt*

**GENERAL DEFINITION AND CONDITIONS OF WORK:**

Performs intermediate skilled clerical and responsible administrative work assisting with a variety of office assistance and administrative tasks; does related work as required. Work is performed under regular supervision.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, walking, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

**ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Receiving, screening and processing telephone calls; assisting the public; scheduling appointments; typing, word processing and data processing duties; maintaining records and files; preparing reports.**

*(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)*

Acts as department receptionist; greets visitors and refers to appropriate person; answers routine questions; provides general information about department programs, policies and procedures; schedules appointments;

Answers telephone; takes and relays messages; answers questions; provides routine information;

Types correspondence, reports, notes and memoranda pertaining to department programs and activities; prepares and distributes agenda packages; prepares meeting minutes for review and approval;

Maintains a variety of department files; establishes department filing systems; ensures accuracy of information in reports prior to filing documents;

Copies and distributes reports and various other documents; issues copies of reports and documents to the public and interested parties;

Enters and updates a variety of department records into computer; updates and maintains computer files; prepares a variety of billings and other documents from computer files;

Processes accounts payable; prepares purchase orders; orders equipment and supplies;

Compiles and prepares various periodic and special reports;

Processes incoming and outgoing mail;

Orders supplies and maintains inventory;

Receives and resolves complaints or problems as qualified;

Operates personal computer and a variety of office equipment;

Participates in emergency response operations as required in a declared emergency by County officials; completes required NIMS training as a condition of employment;

Performs related tasks as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Thorough knowledge of standard office practices, procedures, equipment and office assistance techniques; thorough knowledge of business English, spelling and arithmetic; thorough knowledge of the organization and functions of the department and of general administrative policies and practices; ability to keep office records and to prepare accurate reports from file sources; ability to perform and organize work independently; ability to type and transcribe dictation at a reasonable rate of speed; ability to operate standard office and personal computer equipment; skill in the use of personal computer software; ability to establish and maintain effective working relationships with associates and the general public.

**EDUCATION AND EXPERIENCE:**

Any combination of education and experience equivalent to graduation from high school and considerable office assistance experience.

**SPECIAL REQUIREMENT:**

May require possession of or ability to obtain specific certifications depending on departmental assignment.