



## **JOB DESCRIPTION**

Job Title: **Fire Department Administrative Assistant**  
Direct Supervisor: Fire Chief  
Hours: Full-time (as per CUPE Agreement)  
File Reference: 07-2560-02

Affiliation: CUPE 374  
Salary: \$28.81/Hr (2016 Rate)  
Date Approved: August 2016

### **Position Summary**

The Fire Department Administrative Assistant reports to the Fire Chief and provides front-office reception and general clerical support services to the Fire Department, including filing, data entry, and other related duties. The Fire Department Administrative Assistant provides support to other department administrative assistants or receptionists within the organization as required.

The position requires excellent customer service skills and the ability to interact courteously and tactfully with the public and co-workers and the ability to focus on work and complete a variety of tasks in a busy environment with many interruptions and distractions.

### **Nature & Scope of Work**

1. Provides administrative and clerical support to the Fire Chief's Office and the Fire Department as a whole, which includes the Sooke Emergency Preparedness Program.
2. Responds to enquiries from staff, other staff departments, outside agencies, and the public on general Fire Department issues and the Sooke Emergency Preparedness Program. Takes calls from the public for non-emergency requests for assistance and passes the information on to the appropriate Fire Department Officer or agency. Acts as a liaison with other municipal departments and outside agencies.
3. Produces a variety of reports, forms, guidelines, routine and confidential memoranda and letters from typed and handwritten copy. Composes letters of a routine nature.
4. Maintains and coordinates the maintenance of all Fire Department records in accordance with adopted District document management practices, using both manual and electronic filing techniques covering all administrative functions of the Fire Department.
5. Coordinates ordering and maintains inventory control of office supplies.
6. Assists with the preparation of all reports from the Fire Department for meetings of Council or Council Committees as required.
7. Assist with preparations for the Annual Firefighters Appreciation Banquet, as well as any other special events celebrated by the Fire Department.
8. Assists with the ongoing maintenance of the District of Sooke Fire Department's Operational Guidelines manual.
9. Assists with data entry for personnel records, training records, fire inspection records, and emergency incidents.
10. Assists with preparing cheque requisitions and Purchase Orders for the Fire Department.

### **Knowledge, Abilities, & Skill Requirements**

1. Ability to function efficiently with limited direction, to establish and maintain effective working relationships with volunteers, municipal officials, and other employees, and to meet and successfully serve the public on a continuing basis.
2. Ability to maintain confidentiality of matters as required.

3. Ability to work well under pressure and to a deadline.
4. Thorough knowledge of business English, spelling, and language.
5. Thorough familiarity and proficiency with Microsoft Office.
6. Considerable knowledge of the procedures, practices, and regulations involved in the operation of a municipal fire department.
7. Ability to take and transcribe minutes.
8. Demonstrate proficiency in the core competencies of:
  - a) Adaptability: Willingness to be flexible in a changing environment.
  - b) Relationship Building: Establishes and maintains respectful and cooperative working relationships.
  - c) Effective Communication: Communicates effectively with others.
  - d) Problem Solving: Recognizes and acts to resolve problems.
  - e) Organization: Organizes work so that others will understand it, in order to achieve District goals.
  - f) Customer Focus: Provides excellent service to both internal and external customers.

### Training & Experience Requirements

1. Completion of Grade 12 or recognized equivalent, supplemented by post-secondary courses in office administration and/or business administration.
2. Training and/or experience in office productivity software, such as email, word processing, spreadsheets, and databases.
3. Minimum of 2 years' office experience (municipal experience would be considered an asset).
4. Must maintain a current CPR and Basic First Aid Certification.

---

The previous statements reflect the general duties considered necessary to describe the principle functions of the job identified and shall not be construed as a detailed description of all work requirements that are inherent in the job.