

POSITION TITLE:	Administrative Coordinator	POS. NO:	758
DEPARTMENT & DIVISION:	Fire Rescue	EFFECTIVE DATE:	May 2016
REVIEWED OR AMENDED DATE:	Reviewed -April 2018 Amended - March 2023	APPROVED BY:	Director of HR and Fire Chief

**POSITION FUNCTION**

This administrative position provides customer service and administrative, secretarial, and clerical support to the Esquimalt Fire Rescue Department.

**KEY DUTIES**

Provides confidential support to Fire Department staff leadership. Tasks include handling sensitive information in relationship to the preparation of letters, memos, agreements, contracts, meeting notes, advertising and promotional materials, and staff reports. Reviews reports for accuracy and makes routine corrections. This position is also responsible for assisting the Chief and Assistant Chiefs with bargaining preparation.

Performs a variety of administrative tasks with a focus on record keeping. Administers time sheets and payroll records; prepares and maintains service area records and statistics; assists in the administration of recruitment and new hire procedures; and updates policy manuals, distribution lists and forms. Maintains computerized records using MS Office, the Fire Department Management System (FDM), and Tempest. Manages departmental records using LGMA file management system (manually and with TABS database).

Schedules and organizes appointments and meetings. This may include arranging for facilities, catering, accommodation, and transportation as required. This will also include the development of meeting agendas, the preparation of meeting minutes, and follow-up from meetings as required. Attends meetings as required.

Provides excellent customer service to internal and external Fire Department patrons with a particular emphasis on positive and efficient interactions with the public. Co-ordinates calls for service; receives and responds to telephone, email and counter enquiries from the public, contractors, other departments and outside agencies; provides information, takes messages and directs enquiries to appropriate individuals.

Training support involves processing of course registrations, ordering training aids, and maintaining records of departmental training and related expenses. Departmental support

entails coordination with staff and external patrons in the processing of oil tank permits/oil tank informational requests, fire inspections, business licences, freedom of information requests, equipment repairs and purchases, and requests for public education presentations.

Codes and processes invoices; prepares cheque requisitions and conference advance/expense forms; generates financial reports using Diamond; and maintains petty cash float.

Orders office supplies and other goods and services for the department.

Operates a variety of office equipment such as a personal computer, photocopier, calculator, facsimile machine and telephones.

Perform related duties as required.

### INDEPENDENCE

The Fire Department Administrative Assistant will primarily report to the Fire Chief. Additional workload will be generated by the Chief Officers, with occasional support provided to other fire officers and members.

Work is performed according to established procedures or assigned by supervisor. Work is reviewed upon completion by supervisor.

Considerable independence in judgement in providing information and establishing priorities is necessary in order to meet operating requirements. Issues of a sensitive nature, policy interpretations and legal matters are referred to supervisor or appropriate departmental staff.

### WORKING CONDITIONS

**Physical effort:**

Sit with arms unsupported while keyboarding (frequent). Receiving of deliveries, some lifting involved.

**Mental effort:**

Deal with frequent interruptions, multiple deadlines, complaints (continuous).

**Visual/auditory effort:**

Short periods of listening with intense concentration to questions on the telephone (continuous).

**Work environment:**

Office. Operating a municipal vehicle for pick up/drop off of equipment or materials (occasional).

**KNOWLEDGE, KEY SKILLS, AND ABILITIES**

Model the Township’s core values into all program activities

Excellent computer skills including keyboarding (60 w.p.m.) and use of MS Office (Word, Excel, Access), Diamond, Tempest, TAB, and FDM programs.

Positive interpersonal skills and ability to work co-operatively in a small work team.

Excellent customer service skills and ability to interact with public in a courteous and effective manner.

Demonstrated ability to work independently, exercise initiative, organize and prioritize work with considerable tact and diplomacy.

Knowledge of executive secretarial work methods and processes.

Communicate effectively verbally and in writing.

Ability to efficiently take and transcribe accurate meeting notes and minutes, using both handwritten and electronic means.

Working knowledge of the applicable policies, procedures, regulations, bylaws and collective bargaining agreements which govern departmental activities.

Operate a municipal vehicle.

**QUALIFICATIONS**

**Formal education, training, and occupational/professional certification:**

High school graduation. Office administration training (1 year certificate). Current and valid Class 5 B.C. Drivers Licence. Willingness to undertake training specific to position or organization.

**Experience:**

2 years of related experience. An equivalent combination of education and experience may be considered

**OTHER**

Length of time to become familiar with job duties and responsibilities: 6 months.