

**Town of Oak Bluffs, Massachusetts**  
**Job Description**

<b>Position Title:</b>	Office Administrator	<b>Grade Level:</b>	By-Law II
<b>Department</b>	Fire-EMS	<b>Date:</b>	7/31/2018
<b>Reports to:</b>	Fire Chief	<b>FLSA Status</b>	Non-Exempt

**Statement of Duties:** The Office Administrator is responsible for a variety of administrative and clerical work in support of the Fire Department including personnel services, financial management, filing and maintenance of department records, responding to inquiries from the public, the preparation of correspondence and the scheduling of meetings etc. The employee is required to perform all similar or related duties.

**Supervision Required:** Under the general direction of the Fire Chief, the employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities, including determining the work methods. The employee is expected to solve through experienced judgment most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

**Supervisory Responsibility:** The employee as a regular part of the job is required to provide direction and guidance to one (1) full-time/ part-time employee to assist in completing their assigned work. Employee also performs work that is of the same kind and level as is done by the employee(s) being supervised. The employee is not responsible for taking any disciplinary action. Functions, programs, work processes and staff size are well established and relatively stable throughout the year. The employees supervised work at the same location and the same work shift.

**Confidentiality:** In accordance with the State Public Records law, the employee has regular access to confidential information such as department records or official personnel files.

**Accountability:** Consequences of errors, missed deadlines or poor judgment could result in monetary loss, legal repercussions, and adverse public relations.

**Judgment:** The work requires the employee to examine, analyze and evaluate facts and circumstances surrounding individual problems, situations, or transactions to determine the appropriate actions to be taken within the limits of standard or accepted department operating practices. Guidelines include a large body of department policies or state laws (i.e. public records law), which may be complex or conflicting, at times. The employee is expected to weigh the efficiency and relative priorities in conjunction with procedural concerns in decision making.

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Requires understanding, interpreting and applying complex federal, state and local regulations or statutory requirements applicable to the Fire-EMS department.

**Complexity:** Work consists of a variety of duties that generally follow established standardized operating practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

**Work Environment:** The work environment involves everyday discomforts of a municipal office subject to frequent interruptions. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

**Nature and Purpose of Public Contact:** Relationships with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations such as vendors, lawyers and/or developers/contractors. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

**Occupational Risk:** Duties of the job present little potential for injury to the employee. Risk exposure is similar to that found in typical office settings.

**Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type 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.*

Perform a wide range of clerical support services including but not limited to the preparation and processing of the department's payroll for all Fire and Ambulance employees; posting of meeting notices and related agendas, vendor invoicing, accounts payable and accounts receivable, tracking of employee leave accrual, ordering of supplies and answering the department's telephone or greeting customers at a counter to answer questions regarding department operations and applicable permit applications.

Preparation of official correspondence including power point presentations for municipal management, Town Report, budget goals and objectives, annual finance reports.

Manages department communication software and employee access, researches and implements new technology when needed; maintains department social media presence, updates Fire-EMS website.

Attends department meetings as required, takes and transcribes minutes.

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Responsible for the compliance with changes in labor contracts pertaining to compensation including wages, overtime, leave accrual, and other employee benefits.

Enters permit related information in to the department's database management software system; maintains detailed and accurate department activity records.

Responsible for the renewal of all required State licenses related to the provision of fire and/or EMS services.

Assists the Fire Chief with the preparation and administration of the department's annual operating budget as well as grants awarded to the Fire Department.

Assists in the coordination and promotion of department's public outreach/education programs.

Prepares new hire and orientation packages, checking paperwork and certifications are complete and correct.

**Recommended Minimum Qualifications**

**Education and Experience:** Associate's degree or an equivalent journeyman's level of trade knowledge; level; a minimum of three to five (3-5) prior work experience or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

**Special Requirements:** As a condition of employment, the employee must be CORI certified and be certified to conduct CORI investigations.

**Knowledge, Ability and Skill**

**Knowledge:** Knowledge of Massachusetts General Laws and regulations pertaining to the provision of fire and EMS services including the processing of department permit applications. Working knowledge of office software applications (i.e. word processing, database management, spreadsheet applications) web sites, and the Internet in support of Fire/EMS department operations. Working knowledge of office terminology, standard operating procedures and related equipment.

**Ability:** Ability to interact effectively and appropriately with the public and other department personnel, perform multiple tasks and maintain confidential information; ability to acquire knowledge of laws and regulations pertinent to position functions; Ability to schedule work in a detailed and timely manner.

**Skills:** Proficient personal computer skills, business mathematical skills, recordkeeping and clerical skills; proficient written and oral communication and customer service skills.

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**Physical and Mental Requirements**

*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 position's essential functions.*

**Physical Demands:** Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as books, office equipment and computer paper.

**Motor Skills:** Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a telephone system, personal computer and/or most other office equipment, typing and/or word processing, filing, and sorting.

**Visual/Auditory Skills:** The employee is required to constantly read documents, personal computer screens and written reports for general understanding and routinely for analytical purposes. The employee must have the auditory ability to listen and comprehend. The employee is not regularly required to determine color differences.

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*