

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: ADMINISTRATIVE SPECIALIST II**  
**DEPARTMENT: FIRE**  
**REPORTS TO: FIRE CHIEF, DEPUTY FIRE CHIEF, AND FIRE MARSHAL**

**JOB CODE: 5104**  
**DATE: 2/08**

**JOB SUMMARY:**

Performs important administrative work involving the operations of the department. Assists Department Director with administrative details by composing correspondence on own initiative, scheduling meetings and appointments, responding to requests for information, and resolving problems and complaints. Works with both confidential and sensitive departmental information. Prepares graphs and charts; maintains files. Serves as administrative assistant to department-level manager. Responds to requests for information. Assists in resolving problems and complaints and in handling telephone calls and walk-ins.

**ESSENTIAL JOB FUNCTIONS:**

Manages critical medical and fire information; manages multiple fire-related files; processes requests for fire and medical reports.

Processes A/R and A/P.

Maintains division payroll; works with Personnel department on compensation adjustments and merits; figures bonus overtime rates and retroactive pay issues; works with Personnel on acting pay rates; works with Personnel on employee evaluations.

Performs courier duties to City Hall and Concord Hospital.

Makes photocopies and scans documents.

Maintains accountability files for department directives and shift rosters.

Serves on ERP, records management, and Web site committees.

Compiles, processes, and tracks all accounts payable payments for the department's operating budget; processes and tracks purchases and budget for the capital improvement budget; maintains budget databases and files for both.

Determines cost and processes and tracks all accounts receivable invoices.

Answers the telephone; answers questions or refers callers to appropriate personnel.

Assists in selecting potential candidates during the hiring and recruitment period; sets up polygraph exams; prepares candidate files for background checks; maintains files and databases of candidates.

Manages the department's paramedic intercept billing program.

Manages the Listed Agent program.

Manages database for Concord's Masterbox System.

Organizes and maintains accounts payable, accounts receivable, and inventory records and files.

Orders and maintains office supplies.

Amends, updates, and maintains permanent record of department Administrative Rules and Standard Operating Procedures.

Maintains personnel rosters and files.

Greets visitors and escorts or directs them to appropriate personnel or divisions.

Facilitates the exchange of information among the department head and division heads, department managers, and staff.

Serves on committees; interacts with representatives of state and professional agencies.

Formats and types letters, reports, charts, and other documents requiring special formatting or containing complex terminology, such as contracts, legal documents, and medical reports.

Composes correspondence on own initiative or under general direction to expedite the processing and completion of work.

Receives, reviews, and screens correspondence addressed to Department Director.

Schedules and confirms appointments, meetings, or reservations; maintains appointment calendar to ensure effective time management.

Attempts to resolve problems and issues to save the Director time; interacts with staff, elected officials, and the general public in person or by telephone in order to respond to inquiries, receive complaints, and resolve problems.

Initiates Worker's Compensation Claim forms by typing reports and filing with appropriate agency or office; makes follow-up telephone calls to ensure completed forms have been received and filed; completes supplemental reports on the status of report subjects; maintains appropriate files in accordance with the local, state, and federal laws.

Enters and retrieves technical information from a computer in order to perform research, update records, process transactions, or respond to requests for information.

Compiles and verifies information for further processing or to prepare financial, budgetary, or statistical reports.

Performs a variety of general clerical and administrative tasks associated with the operation of the department; orders supplies and equipment for the office by preparing requisitions and purchase orders; interacts with vendors regarding specifications and availability of supplies and equipment.

Sets up and maintains alphabetic and numeric files so that documents can be filed and retrieved in an orderly fashion; maintains administrative files related to the department.

Processes departmental mail; opens, sorts, and distributes mail to appropriate individual or develops a response as appropriate.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Personal Computer and/or Terminal  
General Office Equipment  
Multi-line Telephone  
Electric Hole Punch

Copier  
Calculator  
Scanner  
Electric Stapler

Fax Machine  
Adding Machine  
Paper Shredder  
Computer Printers

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:** (Depending on area of assignment)

High school degree or equivalent and,

Four years of progressively responsible clerical experience, at least one year of which included experience performing administrative clerical work including interaction with high level officials and managers; or,

Any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

**Licenses and Certifications:** (Depending on area of assignment)

Drivers License  
Justice of the Peace.  
Notary Public.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Administrative policies and procedures related to the administration of the department.

Union contracts, salary schedules, and city personnel, finance, and payroll rules.

Budgetary principles and practices.

Technical terminology appropriate to the area of assignment, such as legal or financial terminology.

Modern office methods, procedures, equipment, business letter writing, and standard clerical techniques.

Word processors, computers, and Windows, Mups, TEMSIS, and Fire House programs.

HIPPA guidelines.

Techniques of effective time management.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Record keeping, report preparation, filing methods, and records management techniques.

**Skill in:**

Communicating clearly and effectively with others, orally and in writing.

Dealing courteously and diplomatically with the general public.

Typing complex documents containing numeric information or technical terminology.

Using computers to enter and retrieve information and to create and manage files, records, spreadsheets, and databases.

Operating general office equipment.

Compiling, composing, and maintaining reports.

Understanding and carrying out complex written and oral instructions.

Applying logical thinking to solve problems or accomplish tasks and to understand, interpret, and communicate complicated policies, procedures, and protocols.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

**Mental and Physical Abilities to:**

Handle situations in which others may be angry or argumentative.

Establish and maintain effective working relationships with others.

Attend night meetings or hearings, when required.

While performing the essential functions of this job, the incumbent is regularly required to reach with hands and arms and to use hands to finger, handle, or feel objects.

**Working Conditions:**

Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, or dirt.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.