

City and Borough Sitka, Alaska

Class Specification

Class Title	Office Assistant (Fire/EMS)
Class Code Number	1011
FLSA Designation	Non-Exempt
Pay Grade and Range	ASEA Bargaining Unit
Effective Date	September 2010

General Statement of Duties

Provides data entry support for ambulance services and office administration for the Fire Department and provides emergency medical service support within the City and Borough of Sitka; performs related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to maintain EMS billing databases, EMS statistical databases, EMT educational files, and the ordering and stocking of EMS supplies. The work is performed under the direct supervision of the EMS/Fire Captain but considerable leeway is granted for the exercise of independent judgment and initiative. An employee in this class performs the duties of other employees in the Fire Department or related departments as required or as assigned by supervisory personnel. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Departments and City employees and the public. The principal duties of the class are performed in a work environment in which the employee is subject to potential personal danger. An employee in this class may perform any one or more or any additional duty as required.

Examples of Essential Work (Illustrative Only)

- Maintains computer records of ambulance data for billing and statistical information;
- Maintains Volunteer EMTs educational records;
- Prepares billing information to provide to Finance Department;
- Issues and enters purchase orders and receipts materials electronically;
- Establishes and maintains files and retrieves copies and distributes materials to appropriate personnel;
- Prepares, gathers, tabulates EMS statistics for state and regional reports and as needed for special requests;
- Coordinates with SEARHC and Sitka Community Hospital on information gathering and reporting to the State Trauma Registry;
- Performs all necessary training activities in accordance with readiness and preparation for emergency medical activities and participates in classes developed to increase and maintain skills;
- Participates in courses which develop skills necessary to obtain further EMT certifications;

- Maintains an inventory of EMS supplies in each ambulance, supply locker and mass casualty response trailer;
- Orders, checks in and stocks EMS supplies as needed;
- Maintains EMS equipment and /or scheduled maintenance of equipment on a regular rotating basis;
- Assists with the EMS public education and with set up and clean up of equipment of these classes;
- Studies and maintains a current working knowledge of streets and other geographical information within the City and Borough of Sitka;
- Provides emergency medical service, only as needed and not routinely, including responding to emergency calls, assessing patients condition upon arrival on a scene, implementing emergency medical treatment, transporting patients to hospital for further examination and ensuring the stability of all individuals at all times necessary;
- Performs physical fitness training to maintain physical abilities necessary for responding to emergency situations;
- Practices with the use of all related equipment;
- Responds to non-emergency calls for the public as directed;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

- Good knowledge of modern office procedures, practices and equipment;
- Good knowledge of modern office filing systems and procedures;
- Thorough knowledge of the geography of the City and Borough of Sitka or the ability to quickly learn the geography;
- Thorough knowledge of all safety practices involved in emergency response;
- Good knowledge of EMS record systems, communications equipment and use, EMS computer applications and reporting procedures;
- Good knowledge of 911 and related communications systems;
- Ability to work under extremely stressful situations which result from responding to emergency situations, including the responsibility of remaining calm and carrying out all duties with the recognition of the threat to life and property;
- Ability to work within a command structure requiring strict adherence to the following of orders;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability in math to add, subtract, multiply, divide and derive percentages;
- Ability in writing to prepare correspondences according to standard business practices;
- Ability to accurately type materials at a reasonable rate of speed;
- Ability to learn City and Borough policies and Departmental rules, procedures, practices and objectives;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;

- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from high school or possession of a GED;
- Some related emergency medical experience; or
- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Possession of a driver's license issued by the State of Alaska;
- EMT-I certification in the State of Alaska, advanced certification preferred and ability to maintain certification on an on-going basis;

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively, including during emergency situations which may involve a high degree of noise;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform emergency medical duties as well as review type written documents in both electronic and hardcopy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate medical equipment as well as a personal computer and related office equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to perform all duties involved in protecting lives and property as well as function in the general office environment.

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