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| **`** | **FLINT HILL FIRE DEPARTMENT**GENERAL POLICY |

**Policy Number:** 121.10

**Policy Title:** Administrative Assistant Position Description

**Adopted:** 6/7/2022

**Rescinds:** 7/12/2018

**Approved By: (Chief)**

1. **PURPOSE:**

To define the Flint Hill Fire Department (FHFD) Administrative Assistant (AA) position.

1. **DISCUSSION:**

The AA is responsible for assisting department management in day-to-day business operations. The AA has three main responsibilities – interfacing with the public, supporting department members, and recordkeeping. The AA also provides ad hoc support to the chief officers on an as needed basis.

**III. POLICY:**

**Essential Functions:**

* Public Relations
* Personnel
* Communications
* Recordkeeping
* Financial

**Detailed Responsibilities:**

**Public Relations**

1. Answer incoming phone calls and handle voicemail messages while on duty. Respond to the caller or forward the information to the appropriate resource for resolution.
2. Monitor the department informational email and handle responses as appropriate.
3. Manage the public event schedule in the department scheduling system. Function as the primary event scheduler, following up as necessary to ensure all events are handled and the public is kept informed of changes. Enter all activities in the department RMS.

**Personnel**

1. Assist department management with the recruitment, hiring, and onboarding processes for new members.
2. Assist department management in the retrieval of issued items when personnel are terminated.
3. Manage York County identification badges for FHFD personnel. Complete county paperwork for initial issue and request updates as needed.
4. Issue PPE, uniforms, and clothing to FHFD personnel under the direction of the chief officers.

**Communications**

1. Maintain the department Twitter feed. Post information regarding items of immediate public interest such as alerts, major incidents, etc.
2. Maintain the department Facebook pages (internal & external). Post information of public interest such as public events, department happenings, safety reminders, etc.
3. Maintain the department website in conjunction with the Deputy Chief of Administration. Keep content up to date (members, apparatus, hiring, etc.)
4. Maintain the department First Arriving installation.

**Recordkeeping**

1. Add hired personnel and remove terminated personnel from department systems (RMS, training, scheduling, dispatch, etc.).
2. Maintain PPE records in the department RMS.
3. Maintain firefighting equipment records in the department.
4. Maintain uniform/clothing records.
5. Maintain an inventory of station supplies.
6. QC incident data entry in the department RMS.
7. Assist with incident reporting from the department RMS for annual, monthly, and ad hoc reports.
8. Maintain physical and electronic purchasing records.
9. Maintain minutes of One Percent committee meetings and make purchases in accordance with department One Percent policies.

**Financial**

1. Maintain financial records in the department accounting software.
2. Purchase supplies under the direction of a chief officer.