

	Title: Administrative Clerk – Fire	Date: November 2023
	<i>Department:</i> Fire Department	
	<i>Classification:</i> Inside	<i>Pay Grade:</i> 16
	<i>Date Signed Off by the Union:</i>	

Nature and Scope of Work

This is moderately complex clerical work of some variety to support the operational activities of the Fire Department. An incumbent is responsible for carrying out administrative support functions across all divisions including reviewing and maintaining a variety of correspondence, personnel and training records, reports and other material, some of which may contain confidential information; supervising, training, checking, and assigning work to other clerical staff; and providing information, assistance and direction to various internal and external contacts. The incumbent also processes requests for information related to the work and under the direction of a superior, assembles a variety of statistical reports on a monthly, quarterly, and annual basis. Considerable independence of judgement and action is exercised in the performance of assigned duties, while the unusual or more difficult problems are referred to a superior who reviews work performance in terms of effective administrative support and accuracy and conformance to established practices and standards.

Illustrative Examples of Work

Performs a variety of clerical duties in reviewing and maintaining a variety of correspondence, records, and confidential data related to property, inspection, personnel and training; updates departmental records in data management systems and office software applications; and processes freedom of information (FOI) requests.

Supervises, trains, coordinates, checks, and assigns duties to office support staff; and participates in hiring process.

Prepares, types, and distributes a wide variety of correspondence, reports, agendas, minutes, forms, permits, presentations, public information material, invoices, operational procedures and guidelines, and departmental plans and statistics; receives requests for information and under the direction of a superior, and assembles a variety of statistical, monthly and annual reports from departmental records.

Compiles and reviews departmental payroll information such as vacation, long service leave, overtime, sick time, banked time and sick bonus to ensure conformity with Union contracts; and maintains roster program, entitlement records, service awards and recognition program for all Department staff.

Maintains and records training, call attendance and pay schedules for Paid on Call Firefighters; and compiles and prepares payroll documentation for remuneration.

Reviews departmental invoices to ensure correct posting to accounts payable accounts; and processes billing for departmental permits and recovery of special operational costs.

Attends department meetings and events, including committee meetings, staff meetings; participates and assists in departmental event planning; takes minutes for related meetings as required; and conducts research and special assignments and projects, as required.

Reviews departmental operational procedures and guidelines; and provides recommendations to a superior on the development and revision of same to improve overall efficiency.

Maintains effective relationships with a variety of internal and external contacts relating to departmental functions, regulations, policies, procedures and bylaws; provides information for matters related to fire and life safety issues; and responds to general public inquiries.

Performs related work as required.

Required Knowledge, Abilities and Skills

Considerable knowledge of modern office practices and procedures, recordkeeping, business English and arithmetic.

Considerable knowledge of computer equipment and software as related to the work performed.

Sound knowledge of organizational structure and of applicable rules, regulations, and policies governing departmental and municipal procedures.

Sound knowledge of the application of current collective agreements.

Ability to operate a computer, use software applications and related office equipment to perform a variety of functions related to the work.

Ability to establish and maintain effective working relationships with staff, external contacts and the public, and to provide quality customer service while ensuring confidentiality when dealing with matters of a sensitive nature.

Ability to communicate effectively, both orally and in writing, using tact and diplomacy and demonstrating professionalism.

Ability to supervise, train and assign tasks to administrative support staff.

Ability to maintain a variety of office records, files, documents and related data.

Ability to prepare and gather a wide variety of correspondence, statistics, records, reports, bylaws, agreements, memoranda, and related material with speed and accuracy.

Ability to review office methods and procedures and to recommend and upon approval, implement improvements to same.

Desirable Training and Experience

Completion of Grade 12, supplemented by courses in business or office administration, plus sound related experience including experience in a supervisory capacity; or an equivalent combination of training and experience.

Required Licences, Certificates and Registrations

None.