

**TOWN OF WAYLAND  
POSITION DESCRIPTION**

**Title:** Administrative Assistant

**Department:** Fire Department

**Appointing Authority:** Town Manager

**Affiliation:** Non-Union

**Grade:** N-4

**Personnel Board Approved:** 3/21/00

**Revised:** 6/15/23

**Summary of Duties**

Performs skilled complex administrative and record keeping work related to the function of the Office of the Fire Chief, requiring working knowledge of departmental operations; all other related work as required.

**Supervision Received**

Works under the general supervision of the Fire Chief and in accordance with applicable Massachusetts General Laws and departmental rules, regulations and policies.

Works independently, generally setting own daily work plan and choosing between appropriate courses of action to achieve defined objectives; works closely with Human Resources, Payroll and Town Manager's Office.

**Supervision Exercised**

None

**Job Environment**

Performs work under typical indoor office conditions with interruptions during the day from staff members, other departments, or the public.

Makes frequent contacts with the public, other Town departments and State and Federal officials; communication is equally split between telephone, personal discussion and written correspondence.

Errors could result in serious delays and confusion and potential impact in processing and/or recording important information that could lead to potential legal repercussions. Errors could also result in poor employee and public relations.

### **Essential Functions**

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

Responsible for performing various administrative functions and managing day-to-day administrative activities of the Fire Department. Maintains records, accounts and general office organization in the Fire Department.

Prepares payroll for all Fire personnel; maintains employee personnel records, including recruitment and hiring records; tracks and maintains attendance records for all Fire personnel.

Records all permits issued and fees collected for reporting to the Treasurer/Collector.

Prepares accounts payable for the Fire Department; tracks/balances budget for the Department. Coordinates all departmental expenditures, tracking purchases and ensuring they are consistent with appropriations.

Assists in preparation of annual budget process for Fire Department.

Works closely with ambulance billing company to resolve billing-related questions, and tracks ambulance revenue trends.

Assists with the writing, implementation, and financial monitoring of grants received by the Fire Department.

Assists with inventory of equipment and inputting of data into the inventory system, updating the information as needed.

Reviews ambulance and fire reports to ensure completion, provides response statistics as requested.

Creates correspondence and collects responses for various projects.

Prepares, submits, classifies and posts receipts and expenditures to appropriate financial accounts.

Performs a variety of administrative functions including answering the telephone, developing forms, statements, letters, and reports. Maintains all departmental records.

Responsible for inventorying, ordering and distributing all departmental supplies.

Performs similar or related work as required or as the situation dictates.

### **Recommended Minimum Qualifications**

#### **Education:**

High School diploma; Associate's Degree in business administration or related field preferred.

#### **Experience:**

Three (3) years of progressive and challenging work experience in a clerical and/or administrative position, experience working in a municipal/government setting and knowledge of collective bargaining agreements is preferred.

#### **Substitutions:**

Additional years of relevant education may be substituted for the experience requirement on a year for year basis.

#### **Licenses/Certificates:**

None

#### **Knowledge, Abilities and Skills:**

Thorough knowledge of office practices and procedures.

Working knowledge of departmental operations and functions.

Knowledge of standard bookkeeping. Working knowledge of modern records management techniques.

Knowledge of standard account maintenance in support of the department; ability to prepare reports and correspondence.

Knowledge of bookkeeping and fire operations, exercises judgment and initiative in responding to inquiries, particularly in situations not clearly defined by precedent or established procedures.

Ability to accurately record, organize and maintain statistical records. Ability to maintain detailed records and to prepare reports.

Ability to work effectively under time constraints to meet deadlines.

Ability to deal tactfully and appropriately with the staff, public, and town departments in an effective manner.

Knowledge and skill working with computers and computer-based software. Must be able to work in multiple software programs including Windows-based programs, specifically Microsoft 365 and components.

Ability and skill in operating various types of office equipment.

Ability to maintain confidential information.

Experience and skill in recordkeeping and filing.

Excellent customer service skills.

### **Physical Requirements**

Minimal physical effort generally required in performing duties under typical office conditions. Ability to operate a keyboard at efficient speed and sit at a computer for long periods. Vision and hearing at or correctable to normal ranges. Ability to reach with arms and hands, talk, hear, walk, and sit. May be required to carry or lift materials weighing up to 30 pounds.

*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.*