**Section 100 – Management & Administration**

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| Human Resources – 101  |
| S.O.P # 101.20 | **Job Description – Office Assistant** | Page: 1 of 3 |
| EFFECTIVE: 10/14/2019 | Authorized: Board of Directors |
| REVISED: |  |

**101.20.01 Job Summary**

The Office Assistant provides organizational, technical and analytical support to EMS managerial, professional and command staff.

The Office Manager performs related work as required or additional duties as assigned.

**101.20.02 Essential Job Functions**

* Maintain and ensure protection of confidential information and files, including those related to labor relations, personnel records, budgets and finances.
* Assist with new hire training, scheduling application process and proper personnel paper work.
* Community outreach involvement and development
* Attend and prepare meeting minutes for all staff, board and other meetings requested by EMS Chief or designee.
* Research and respond to public records request and maintain records in accordance with retention program; accounts receivable in accordance to said requests.
* Research, compile and analyze data for a variety of projects
* Answer phone calls and take messages, operate all office equipment effectively and general office duties including filing, faxing, photocopying and scanning.
* Prepare monthly accounts payable reports; assist with general bookkeeping accounting and budgets.
* Assist the EMS Chief in various administrative and clerical tasks and other tasks assigned.
* Assist with grant management and procurement.
* Develop and implement and revised office procedures and forms.
* Maintain EMS collection accounts; including monitoring, invoicing and coordinating efforts with collection agency.
* Review and record supply requisitions.
* Ensure filing systems are maintained and up to date.
* Maintain and replenish inventory.
* Verify receipt of supply on all internal and external purchases, receive and process accounts payables.
* Interacts effectively, professionally and tactfully with the general public and all participating agencies; dispatch, law enforcement and other outside agencies.
* Effectively communicates orally and in writing.
* Supportive role to Office Manager and all billing duties should they be absent.

**101.20.03 Knowledge, Abilities and Skills**

Knowledge of:

* General knowledge and ability to obtain information on all EMS policies, operations and protocols.
* Knowledge of all used in house computer applications and billing software.
* Knowledge of basic bookkeeping, accounting principles and practices.
* Knowledge of processing ambulance billing to completion and any training that is attached to billing.
* Knowledge of budget practices and purchasing procedures.

Ability to:

* Ability to deal effectively with citizens and employees under stressful, emotional and hazardous conditions.
* Ability to communicate effectively using verbal and written communications including reports, memos, correspondence and forms.
* Ability to apply written policies and procedures in practical situations.
* Ability to analyze medical data and records for system performance.
* Ability to develop and maintain productive working relationships across departmental and municipal lines.
* Ability to use computer software to access data, prepare documents and develop proposals.
* Ability to maintain a high level of accuracy in preparing and entering information.
* Ability to coordinate, adapt and manage a number of activities simultaneously under stressful busy conditions.
* Ability to compose effective correspondence independently, including appeals.

Skills:

* Highly skilled proficient level of modern office practices, with emphasis on computer literacy, word processing, spreadsheet applications, company email, billing software programs, electronic records and file management.
* Skills in preparation of written reports.
* Skills in researching complex issues and developing recommended actions.

**101.20.04 Training and/or Education**

* Graduation from a standard high school or equivalent
* Minimum Five (5) years in billing experience
* Minimum Associates degree in related field preferred

**101.20.05 Licenses and Certifications**

* Must have a current, valid Oregon driver’s license
* Maintain current CPR and Basic First AID

**101.20.06 Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is regularly required to use hands to handle or feel objects, tools or controls and reach with hands and arms. The employee will spend long hours sitting and using office equipment and computers, which can cause muscle strain. The employee frequently is required talk to customers in person and on the phone or radio and to hear. The employee is regularly required to stand; walk; stoop, kneel, crouch. The employee must regularly do some lifting of supplies and materials and/or move up to 10 pounds frequently lift and/or move up to 25 pounds.

**101.20.07 Reports To**

Office Manager

**101.20.08 Supervises**

No one