

ADMINISTRATIVE SPECIALIST  
FIRE & EMERGENCY SERVICES

**NATURE OF WORK**

The Administrative Assistant is responsible for assisting the Emergency Management Director by producing and keeping up-to-date administrative duties for the Lynn Haven Fire & Emergency Services, performing confidential administrative and clerical tasks. Develop working knowledge of the CRS's operation, prerequisites, and credited activities. Assemble, coordinate, and maintain the documentation for the community's CRS application, modifications, cycle verification visits, and annual recertification's. Complete the community's CRS Activity Worksheets. Coordinate verification visits with the ISO/CRS Specialist. This includes lining up representatives from the offices that implement the credited activities so that they can participate in the visit.

**EXAMPLE OF DUTIES**

Reviews, researches, and compiles materials in the application of the City's NFIP Community Rating System program for flood insurance discounts. Conducts reviews of the FEMA Repetitive Loss list for structures located throughout the City. Answers questions on National Flood Insurance Program posed by citizens, insurance agents and communicates with the public as needed. Maintains elevation certificates, flood insurance rate maps and studies as required. Assists the CRS Coordinator as directed. Assist with implementing and presentations to the public information and outreach products. Responds to National Flood Insurance Program inquiries from FEMA written reports on the completed results to the appropriate requestor. Provides Flood Zone determinations to citizens, insurance agents, lending institutions, and real estate brokers; reviews and interprets Flood Insurance Rate Maps. Plan and implement duties and functions assigned by the Fire Chief. Compose letters, memorandums, correspondence, reports, contracts, special services billing that may involve technical or confidential material. Schedule appointments for the Fire Chief and maintain Fire Chiefs schedule. Route information to appropriate staff members and follow-up as necessary and maintain radio communication if necessary. Receive and route incoming telephone calls to appropriate administrative staff. Maintain a variety of confidential files for the Fire Chief. Respond to individuals requesting information by telephone or in person, answer questions and provide information. Perform a variety of detailed office administrative tasks. Establish and maintain a complete filing system. Serve as an agent of the Fire Chief in procuring information from other staff members. Prepare accurate department payroll, including overtime and submit to Payroll division. Process department purchases, post to appropriate accounts and submit to Purchasing division. Receive, stamp and distribute incoming mail; process outgoing mail. Operate/maintain office machines and maintain supply inventory. Collect data and produce monthly report for Fire Chief, Captains and City Manager. Prepare and fax the reports. Create and maintain daily roster; personnel roster, including change of address/phone number. Type, track, and file all confidential

disciplinary, investigatory notices/meetings. Register personnel for conferences and seminars; make travel arrangements; complete trip and travel and expense reports. Provide Captains with necessary guidelines, procedures and forms. Maintain petty cash. Assist superiors to call in personnel for overtime. Compose agenda, distribute notification of Emergency Management meetings, and maintain the Emergency Operations Plan manual for the City of Lynn Haven. Assist the fire chief with the department's annual budget. Attend training, seminars and conferences. The employee is required to have thorough knowledge of department rules, policies and procedures, and is responsible for applying this knowledge independently when dealing with the public and employees of the department. The Administrative Assistant is also responsible for processing and completing payroll. Any new assignments and changes in policy or procedure are received in general outline and transcribed according to adopted department format before distribution. Other duties as assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of modern office principles, practices and equipment. Skilled in the use of personal computers including experience with all Microsoft Office products. Ability to prepare and maintain accurate documents and reports, with attention to detail. Well-developed organizational skills. Good written and verbal communication skills. Ability to understand and carry out oral and written instructions. Ability to type 60 words per minute. Ability to maintain sensitive and confidential, public and departmental information, records and contracts. Basic understanding of payroll, mathematics and purchasing. Ability to establish and maintain effective working relationships with employees, community leaders and the general public. Knowledge of accounting and budgeting practices.

### **EDUCATION AND EXPERIENCE**

Graduation from a standard high school or GED including or supplemental courses in typing and word processing. Three to five years of competent secretarial/administrative support experience. Any equivalent combination of education and experience that provides the necessary knowledge, skills and abilities to perform the duties of this position.

### **SPECIAL REQUIREMENTS**

Valid Florida driver license

### **CLASSIFICATION**

FLSA non- exempt

### **PAY GRADE**

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