

SEDONA FIRE DISTRICT

JOB DESCRIPTION: ADMINISTRATIVE CLERK



JOB SUMMARY

Under general direction, the Administrative Clerk provides exceptional customer service to internal and external stakeholders, including operational personnel, vendors, Board members, and the public. This position encompasses a broad spectrum of responsibilities, from answering phones and greeting visitors to providing clerical support for both operational and administrative tasks. The position involves tracking inventories, assisting in processing accounts payable and receivable, and managing mail. The Administrative Clerk should demonstrate effective communication, organizational skills, and a dedication to excellence in all tasks.

SUPERVISION RECEIVED

Works under the general direction of the Administrative Services Manager.

SUPERVISION EXERCISED

None.

FLSA: Non-EXEMPT

ESSENTIAL FUNCTIONS

Front Desk Reception and General Clerical Support:

- Demonstrates exceptional customer service, collaborating and interacting regularly with internal and external customers, e.g., operational personnel, vendors, Board members, administrative staff, leadership team, and the public in person, by phone, and by email.
- Provides clerical support for operational and administrative staff including research, data entry, printing/copying/scanning, and other projects.
- Responsible for incoming and outgoing mail, including priority mail and shipping/receiving of all District packages, notifying recipients and distributing as required.
- Performs routine data entry of information with minor to critical importance.
- Receives visitors doing business with the organization, courteously answering questions, providing directions, and referring to the appropriate contact.
- Maintain office equipment and supplies, keeping the reception area, mail room, supply closet, and common areas orderly, clean, and presentable.
- Schedules facilities for internal and approved external customers.
- Coordinate the reservation of pool vehicles, oversee key security, and manage the distribution of fuel cards for internal customers' usage.
- Develops, digitizes, and maintains relevant office forms and procedures to reduce reliance on paper-based documentation.

AP/AR Clerical Support:

- Provides clerical support for fiscal activities such as budgeting, spending, and special projects.
- Submits and tracks accounts payable, including preparing invoices for electronic submission, processing reimbursements and manual checks, and maintaining files for audit.
- Processes account receivables, including cash receipts, and maintains files for audit.

- Tracks the status of requisitions, purchase orders, invoices, and receivables.
- Responds to customer and supplier inquiries about order status.
- Maintains accounting records and files, including electronic and paper records, and provides clerical support to the contracted finance team.

Retail Sales, Office Supplies, and Uniform Inventory

- Monitor inventory levels of office supplies and replenish stock as needed through timely ordering and procurement.
- Maintain adequate stock levels of janitorial supplies to ensure cleanliness and hygiene standards are consistently met.
- Manage and oversee the inventory of flags across all stations, ensuring availability and proper maintenance.
- Tracks, places orders, and manages the inventory of uniforms as directed.

Master Calendar Management:

- Ensure timely, accurate, and complete contributions to the Master Calendar for assigned areas, preventing scheduling conflicts and fostering a shared understanding of district activities.

PERIPHERAL DUTIES

- May serve as backup to other support positions.
- Maintain media archives and historical files.
- May perform all or some of the responsibilities above and other related duties as assigned.

MINIMUM QUALIFICATIONS

- Some post-secondary or vocational training and three years related experience, or
- High school diploma or equivalent and 3 years of progressively more responsible administrative or clerical experience.
- Familiarity with databases, AP/AR process, and cash handling experience.

SFD CORE COMPETENCIES

- Approachability - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- Integrity & Trust - Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- Ethics & Values - Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
- Interpersonal Savvy - Relates well to all kinds of people, up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
- Self-Knowledge - Knows personal strengths, weaknesses, opportunities, and limits; seeks feedback; gains insights from mistakes; is open to criticism; isn't defensive; is receptive to talking about shortcomings; looks forward to balanced (+s and -s) performance reviews and career decisions.

ADMINISTRATIVE CLERK COMPETENCIES

- **Customer Focus** - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Organizing** - Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner.
- **Time Management** - Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
- **Patience** - Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Informing** - Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organization; provides individuals information so that they can make accurate decisions; is timely with information.

Necessary Knowledge, Skills, and Abilities:

Knowledge of:

- **Customer Service:** Understanding of best practices and procedures to provide exceptional service to both internal and external customers.
- **Administrative and Clerical Functions:** Familiarity with office management systems, electronic filing, and record-keeping.
- **Front Desk Operations and Financial Oversight:** Proficiency in payment processing, uniform inventory management, and providing updates on bill processing status.

Skill in:

- **Communication:** Ability to effectively communicate both verbally and in writing, ensuring that all communications are clear and understood.
- **Organization:** Proficiency in managing multiple tasks simultaneously, prioritizing, and ensuring timely completion.
- **Technology:** Competence in using office software such as MS Office, email platforms, and relevant database software.
- **Interpersonal Interaction:** Ability to build and maintain relationships, work well with a team, and manage conflicts.

Ability to:

- **Problem-Solve:** Capacity to identify, analyze, and resolve problems or issues as they arise.
- **Multitask:** Effectively handle multiple tasks or activities concurrently.
- **Attention to Detail:** Ability to carefully check and accurately track information.
- **Be Adaptable:** Flexibility in adapting to changes and the capability to learn and apply new information or skills.

Other Characteristics:

- **Professionalism:** Presents oneself in a professional manner in both demeanor and appearance.
- **Discretion:** Ability to handle sensitive information with confidentiality.

- **Initiative:** Proactive approach in completing tasks and seeking ways to add value to the organization.
- **Empathy:** Capacity to understand and share the feelings or concerns of others, enhancing interpersonal interactions.

SPECIAL REQUIREMENTS

- Must be 18 years of age or older.
- Must be able to read, write, and speak the English language.
- Must meet insurability requirements of District insurance carrier.

PHYSICAL REQUIREMENTS

The physical requirements for the Administrative Clerk encompass the typical office environment with periodic station visits to effectively perform the job duties. These requirements include:

- **Mobility:** The ability to move freely and regularly between different locations, including navigating office environments, traveling to and from various fire stations, and attending community events.
- **Dexterity:** Manual dexterity to operate computers, cameras, and other digital devices for content creation, document management, and communication.
- **Visual Acuity:** Clear vision to use computer screens, review documents, and capture quality social media content. This includes both close vision for screen work and distance vision for observing activities at fire stations and community events.
- **Hearing:** Adequate hearing to communicate effectively with colleagues, emergency personnel, and the community in both office settings and operational environments where background noise may be present.
- **Physical Stamina:** Sufficient stamina to maintain a consistent level of performance throughout regular and possibly extended work hours, including the capability to handle the physical aspects of event setup and participation.
- **Lifting:** The ability to occasionally lift and move objects such as promotional materials, light equipment for events or presentations, and documents, typically not exceeding 20 pounds.
- **Standing/Walking:** The necessity to stand or walk for extended periods during visits to mail check-in, inventory deliveries, and fire station visits.
- **Adaptability to Environments:** Comfort and ability to work in a variety of environments, from quiet office settings to active, outdoor scenes of fire stations and community engagement events.
- **Safety Awareness:** Awareness and ability to adhere to safety protocols, especially when visiting operational areas of fire stations or attending emergency scenes for content capture, ensuring personal safety and not interfering with emergency operations.

These physical requirements ensure the Administrative Clerk can successfully fulfill the role's diverse responsibilities, from administrative tasks within the office to periodic station visits. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment for the Administrative Clerk, particularly in the context of main office reception and clerical support services, is typical for most office settings. Below are key characteristics of this work environment:

Office Environment

- **Administrative Setting:** The primary workspace is in an office within the fire department's headquarters, equipped with a computer, office software, and communication tools necessary for day-to-day tasks.
- **Collaborative Atmosphere:** Regular interaction with the public, staff members, department leaders, and other department stakeholders in a structured environment, focusing on clerical support services.

General Characteristics

- **Standard Work Hours:** Work hours are consistent with typical office hours, with periodic hours outside normal business hours to accommodate project deadlines and other district needs.
- **Physical Mobility:** The role requires mobility to move within the office, fire stations, and community event locations, sometimes carrying equipment or materials for presentations to support various staff members.
- **Safety Awareness:** An understanding of and adherence to safety protocols when visiting operational areas, maintaining awareness of surroundings to ensure personal safety and respect for emergency response activities.
- **Continuous Learning:** Staying informed about the latest trends in social media, public safety communication strategies, and technological advancements to enhance outreach efforts.

In summary, the work environment for this role is characterized by its clerical support duties and active engagement with internal and external customers. It requires a mix of office-based strategic work, demanding versatility, strong communication skills, and a proactive approach to promoting the department's image and community interaction.

TOOLS AND EQUIPMENT USED

For the position of Administrative Clerk, the following tools and equipment are commonly utilized to perform the job effectively:

- **Computer Systems:** Use of desktop or laptop computers for document creation, data analysis, and internet research.
- **Office Software Suite:** Proficiency with Microsoft Office applications (Word, Excel, PowerPoint, Outlook) for document preparation, data analysis, presentations, and email communications.
- **Communication Platforms:** Use of email, instant messaging, and video conferencing tools (e.g., Microsoft Teams, Zoom) for daily communication with internal and external stakeholders.
- **Calendar and Scheduling Tools:** Utilization of digital calendar systems (e.g., Google Calendar, Microsoft Outlook Calendar) for scheduling meetings, coordinating events, and managing the Master District Calendar.
- **Document Management Systems:** Experience with electronic document management systems for maintaining records, ensuring compliance with retention policies, and supporting the transition to paperless operations.
- **Mobile Devices:** Use of smartphones or tablets for on-the-go communication, calendar management, and access to emails and documents.
- **Office Equipment:** Familiarity with standard office equipment such as printers, scanners, copiers, and fax machines for document production and management.

These tools and equipment are integral to the execution of the Administrative Clerk’s responsibilities, facilitating efficient communication and administrative support for all internal and external customers.

SELECTION GUIDELINES

May include any or all of the following: Formal application; rating of education and experience;

written/practical testing; oral board(s); background/driver's license verification and check; hiring list; offer of employment; post-offer physical examination, including drug screen.

The duties listed above 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. The 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.

SFD maintains a drug, alcohol, and tobacco-free environment.

FIRE CHIEF:	<p>DocuSigned by: <i>Ed Mezulis</i> CEA95454CB1D439...</p>	REPLACES: <u>4/1/2024</u>
		EFFECTIVE: <u>2/27/2025</u>

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job description with any attachments and find it to be an accurate description of the demands of this job.

Signature of Employee

Date

Job Title of Supervisor

Signature of Supervisor

Date