

SEDONA FIRE DISTRICT

JOB DESCRIPTION: EXECUTIVE ASSISTANT TO THE FIRE CHIEF



JOB SUMMARY

The Executive Assistant to the Fire Chief, functioning as a Chief of Staff, is a crucial role focused on enhancing strategic alignment, efficiency, and operational effectiveness within the fire district. This position ensures clear communication between the Fire Chief and both internal and external stakeholders, acting as the primary liaison and synthesizing organizational updates for strategic decision-making. Responsibilities include coordinating the Fire Chief's activities, overseeing project and initiative management from start to finish, and ensuring compliance with policies, procedures, and statutory requirements. The role supports financial management activities, including budgeting and grants, and is instrumental in driving operational improvements and managing the Master District Calendar.

Additionally, the Executive Assistant manages stakeholder relationships, oversees official communications, develops employee outreach, and assists in resource allocation across various projects. Continuous improvement, and the development of the annual report are also key duties, aimed at supporting the Fire Chief's leadership and the department's goals. The ability to adapt to changing priorities and make decisions aligned with the Fire Chief's vision is essential for success in this role. This position plays a vital part in maintaining the district's commitment to operational excellence and community service.

SUPERVISION RECEIVED

Works under the general direction of the Fire Chief

SUPERVISION EXERCISED

May supervise volunteers or administrative staff on projects.

FLSA: Non-Exempt

ESSENTIAL FUNCTIONS

- **Strategic Prioritization and Leadership Communication Facilitation:** Functions as the Chief of Staff for the Fire Chief, primarily facilitating clear and effective communication between the Fire Chief and the board, as well as within the organization. This role ensures that the Fire Chief's priorities and directives are the central guide for the incumbent's work and the organizational focus, unequivocally affirming that the Chief independently defines the work scope and priorities of this position.
- **Organization-Wide Coordination:** Serves as the primary point of contact (POC) for collecting issues and facilitating communication between the Fire Chief (FC) and department leaders, summarizing project statuses and organizational updates.
- **Leadership Team Coordination:** Manages coordination and scheduling for the Leadership Team, ensuring efficient operation and strategic alignment of leadership activities.
- **Project and Initiative Management:** Oversees SFD projects and initiatives from inception through execution, including planning, facilitation, progress monitoring, obstacle removal, and evaluation against benchmarks.

- **Information Analysis and Presentation:** Researches, analyzes, and synthesizes information to be presented to internal and external stakeholders, as directed by the Fire Chief.
- **Policy and Compliance Oversight:** Ensures the organization's adherence to board policies, procedures, and best practices, including compliance with Arizona Revised Statutes (A.R.S.) related to governance and public safety retirement systems.
- **Financial Management Support:** Assists in budgeting, manages grant and project funding, and prepares financial reports to support the Fire Chief's fiscal oversight.
- **Strategic Planning Assistance:** Aids the Leadership Team during strategic planning sessions by capturing discussion points, actions, and follow-ups, contributing to the organization's strategic direction.
- **Operational Efficiency Improvement:** Collaborates on administrative process improvements.
- **Master District Calendar:** Manages the Master District Calendar to enhance operational efficiency and ensure comprehensive scheduling.
- **Stakeholder Relationship Management:** Actively manages and nurtures relationships with external stakeholders, partners, and vendors to facilitate smooth interactions with the Fire Chief.
- **Internal and External Communication:** Manages official communication for governance and compliance, reviews outgoing communications for accuracy, and develops outreach to highlight employee achievements and boost morale.
- **Resource Management and Allocation:** Assists in the allocation and management of resources across various projects and operations, including finance, fleet, grants, and contracts.
- **Continuous Improvement and Feedback Integration:** Regularly collects feedback from internal departments to foster continuous improvement and informs the Fire Chief of potential risks or concerns within organizational processes.
- **Annual Report Development:** Oversees the preparation and distribution of the annual report, ensuring it accurately reflects the organization's achievements and operational status.

PERIPHERAL DUTIES

- Attendance at meetings as a member of associated groups or committees.
- Intermittently staff and coordinate staffing of the front desk to manage the main phone line.

MINIMUM QUALIFICATIONS

- An Associate degree with at least two (2) years of related experience in administrative support, project management, or a closely related field.

OR

- Completion of some post-secondary or vocational training combined with three (3) years of related experience, demonstrating a foundation in administrative practices, communication, or project coordination.

OR

- A high school diploma or equivalent, coupled with five (5) years of progressively more responsible experience in administrative roles, project oversight, or strategic planning support within a complex organizational setting.

PREFERRED QUALIFICATIONS

- Proficiency in social media management and digital communication strategies to enhance organizational outreach and engagement.

- Demonstrated experience in event planning, showcasing the ability to organize, coordinate, and execute departmental and community events effectively.
- Expertise in anticipating the needs of the Fire Chief and the district, including proactive problem-solving and decision-making skills.
- Tenacity and persistence combined with a determined approach to overcoming obstacles, managing projects, and facilitating communication.
- Advanced skills in Microsoft Publisher and PowerPoint, reflecting the ability to create high-quality, professional documents and presentations for various stakeholders.
- Exceptional interpersonal and communication skills, capable of building and maintaining effective relationships within and outside the organization.

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.

EXECUTIVE ASSISTANT TO THE FIRE CHIEF COMPETENCIES

- Dealing With Ambiguity - Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- Comfort Around Higher Management - Can deal comfortably with more senior managers; can present to more senior managers without undue tension and nervousness; understands how senior managers think and work; can determine the best way to get things done with them by talking their language and responding to their needs; can craft approaches likely to be seen as appropriate and positive.
- 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.
- Written Communications - Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.
- Political Savvy - Can maneuver through complex political situations effectively and quietly; is sensitive to how people and organizations function; anticipates where the land mines are and

plans his/her approach accordingly; views corporate politics as a necessary part of organizational life and works to adjust to that reality; is a maze-bright person.

Necessary Knowledge, Skills, and Abilities:

Knowledge

- **Organizational and Fire District Operations:** Understands the inner workings of the fire district and its relationship with governing boards, regulatory bodies, and community stakeholders.
- **Strategic Planning and Project Management:** Knowledge of strategic planning processes, project management principles, and methodologies to guide projects from conception to completion.
- **Financial Management:** Familiarity with budgeting processes, financial reporting, and the management of grants and project funding.
- **Policy, Compliance, and Legal Frameworks:** Comprehensive understanding of the legal and regulatory environment affecting fire departments, including board policies, Arizona Revised Statutes (A.R.S.), and compliance requirements.
- **Stakeholder Relationship Management:** Knowledge of principles and practices for building and maintaining effective relationships with external stakeholders, partners, and vendors.

Skills

- **Communication and Interpersonal Skills:** Exceptional written and verbal communication skills, enabling effective interaction with a diverse range of internal and external stakeholders.
- **Analytical and Critical Thinking:** Ability to analyze information, identify trends, solve complex problems, and make informed decisions.
- **Leadership and Influence:** Strong leadership skills with the ability to influence others and drive organizational alignment towards the Fire Chief's priorities.
- **Time Management and Organizational:** Proficient in managing time effectively, prioritizing tasks, and organizing resources to meet deadlines and achieve goals.

Abilities

- **Facilitate Effective Communication:** Ability to bridge communication between the Fire Chief and the board, as well as across different levels of the organization, ensuring clarity and alignment with the Chief's directives.
- **Project Oversight:** Capable of overseeing multiple projects and initiatives, ensuring they are completed within the specified timelines and meet the established objectives.
- **Adaptability and Flexibility:** Able to adapt to changing priorities and maintain effectiveness under pressure or in a dynamic environment.
- **Strategic and Operational Decision Making:** Ability to make strategic decisions that align with the Fire Chief's vision and operational decisions that enhance efficiency and compliance.

Other Characteristics

- **Proactivity and Initiative:** Demonstrates initiative in addressing potential issues before they escalate and proactively contributes to organizational improvements.
- **Professionalism and Ethical Conduct:** Maintains high standards of professionalism and ethical conduct in all actions and decisions.
- **Continuous Learning:** Committed to ongoing personal and professional development to stay abreast of best practices and emerging trends in fire department management and public safety.
- **Teamwork and Collaboration:** Works effectively as part of a team, fostering a collaborative environment that encourages input from all members to achieve common goals.

SPECIAL REQUIREMENTS

- Must be 18 years or older at time of employment.
- 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 Executive Assistant to the Fire Chief, especially considering tasks that involve social media outreach and visits to fire stations, encompass a variety of demands to ensure the incumbent can 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 fire stations, community events, or while conducting various outreach activities.
- **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 Executive Assistant can successfully fulfill the role's diverse responsibilities, from administrative tasks within the office to dynamic, on-the-ground social media outreach and community engagement efforts. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment for the Executive Assistant to the Fire Chief, particularly in the context of developing social media outreach by visiting fire stations, is dynamic and multifaceted. This role operates within both office settings and active fire station environments, necessitating adaptability and a broad skill set to navigate various situations effectively. 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 Leadership Team, department leaders, and other administrative staff in a structured environment, focusing on strategic planning, project management, and operational efficiency.

Fire Station Visits

- **Active Operational Sites:** Visits to fire stations involve dynamic settings where emergency response preparations and activities are ongoing. The incumbent must be mindful of operational activities and maintain a non-intrusive presence.
- **Community Engagement Focus:** Opportunities to capture and share the fire department's community engagement activities, training exercises, and public safety initiatives through social media platforms.
- **Flexible and Adaptive:** The ability to adapt to varying conditions and schedules of fire stations, ensuring effective communication and collaboration with firefighters and station leaders.

General Characteristics

- **Varied Work Hours:** Work hours may extend beyond the typical office hours, including some evenings and weekends, to cover community events or emergency situations.
- **Physical Mobility:** The role requires mobility to move between the office, fire stations, and community event locations, sometimes carrying equipment or materials for presentations or social media content creation.
- **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.

Technological Integration

- **Digital Content Creation:** Utilizing digital devices and social media management tools to create, edit, and publish content that highlights the fire department's missions, activities, and community involvement.
- **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 blend of administrative duties and active engagement with the fire department's operational aspects. It requires a mix of office-based strategic work and field-based activities, 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 Executive Assistant to the Fire Chief, 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. Knowledge of Microsoft Publisher for creating professional-quality publications is also preferred.
- **Project Management Software:** Familiarity with project management tools (e.g., Microsoft Project, Asana, Trello) to track project timelines, tasks, and 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.
- **Social Media Management Tools:** Knowledge of social media platforms and management tools (e.g., Hootsuite, Buffer) for organizational outreach and engagement.

- **Financial Management Software:** Understanding of financial software or systems used for budgeting, financial reporting, and management of grants and project funding.
- **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.

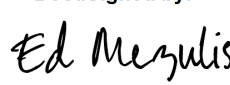
These tools and equipment are integral to the execution of the Executive Assistant's responsibilities, facilitating efficient communication, project management, and administrative support for the Fire Chief and the fire department.

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:	<div>DocuSigned by:</div>  <div>CEA95454CB1D439...</div>	<div>REPLACES: <u>10/5/2021</u></div> <div>EFFECTIVE: <u>4/1/2024</u></div>
--------------------	---	---

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

KEY PERFORMANCE INDICATORS (KPIs)

- Administrative Efficiency - Average time taken to prepare and disseminate meeting agendas and materials prior to board meetings. Percentage of deadlines met for scheduling, documentation, and project support activities.
- Project Management and Oversight - Number of projects successfully managed or supported on time and within scope. Stakeholder satisfaction rates with project outcomes and executive assistance involvement.
- Compliance and Record Keeping - Compliance rate with Open Meeting Law and record retention policies. Accuracy of record filing and ease of retrieval as measured by random audits.
- Communication and Coordination - Stakeholder feedback scores regarding the quality of communication and coordination. Number of communication lapses or coordination issues reported, aiming for a downward trend.
- Process Improvement - Number of administrative process improvements proposed and successfully implemented. Measurable time or cost savings resulting from process improvements.
- Strategic and Tactical Support - Effectiveness in scheduling and facilitating strategic planning sessions and taking minutes, as evidenced by the utilization of captured discussion points in organizational planning. Number of critical dates and deadlines accurately maintained and communicated via the Master District Calendar.