



CLASS SPECIFICATION

Class Code: 17202
Date Est: 04/2013
Last Rev: 12/2013
Last Title Chg:
FLSA: Non-exempt
Probation: 12 Months

PROGRAM ASSISTANT (FIRE ADMINISTRATIVE)

DEFINITION

Under general supervision from a Chief Officer within the TMFPD, provides staff support to a program, or division within the District; conducts studies, research and analysis of administrative and management concerns; develops programs and/or curriculum related to fire department operations and training; makes recommendations regarding issues, operations, programs and services, creating and implementing new or revised systems and procedures including computer applications; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Three years of full time experience involving research, development, evaluation and/or revision of programs, organizations, methods, and procedures; OR an equivalent combination of related education in public administration, business administration or a closely related field, and experience conducting studies, research and analysis of administrative and management concerns.

Familiarity with fire department operations, equipment, and terminology is highly desirable.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

Applicants may be required to undergo a background investigation prior to being considered for employment.

SUPERVISION EXERCISED

May exercise functional supervision over subordinate support or clerical staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Provide staff support to assigned program(s) within a division or department, including coordinate and organize the associated services and activities; recommend organizational or procedural changes affecting support activities; recommend improvements in work methods, techniques, systems and equipment.

Assists with developing and maintaining the District's various websites and specific Fire District software for the purpose of improving internal/external communications, scheduling staffing, and maintenance of records management systems.

Conduct, coordinate, supervise and monitor special projects, assignments and activities; collect, compile and analyze information from various sources on a variety of issues related to program(s) in assigned area; write reports which present and interpret data; identify alternatives, make and justify recommendations.

Perform statistical analysis of the District's performance in various fields including tracking trends and recommending quality improvement and quality assurance measures; conduct risk analysis' on behalf of the District to develop programs to minimize identifiable and preventable hazards.

Manages community outreach programs related to the District's training and prevention programs, including scheduling, advertising, and enrollment processes.

Serve as primary resource for information regarding computer applications for the department, policies, procedures, objectives and operational functions of assigned area(s); interpret regulations, policies and procedures; make decisions requiring specialized knowledge of technical practices and precedents.

Coordinate the purchase and use of software applications, including the training of staff to the new application.

Handles inquiries on the telephone and in person; answer questions and provide information where judgment, knowledge and interpretations are called for; resolve complaints and refer callers to appropriate source(s) as necessary, and screens requests for information from the assigned Fire Officer and handles those requests within the incumbent's capability.

Perform a variety of administrative duties for professional and management staff; monitor and initiate new and existing contracts for the division; respond to routine letters and general correspondence; compose letters, memoranda and reports pertaining to standard policies and operations; represent management/program at meetings with other divisions, outside agencies, and the general public, as assigned; maintain minutes and notes from meetings and tracks assigned tasks of the division.

Initiate and maintain a variety of resource materials, files, and records (computerized and manual) related to assigned program(s); maintain control files on matters in progress; maintain and update resource materials; track employee certifications and licensures, and conduct audits to verify compliance with all related regulations.

Acts as the liaison to volunteer staff to process applications, background checks, physicals, and mandatory training and certification requirements; schedules career physicals as necessary and communicates any restrictions to the appropriate supervisor.

Assists the District with recruitment processes including promotional exams, and recruit testing; coordinates functions with the District's Human Resources Advisor, or appointed agency as needed.

Monitor and assist in the preparation of assigned budget(s) including recommend expenditures for designated accounts and monitor approved budget accounts; review financial condition of assigned programs and recommend/initiate corrective action to ensure financial integrity.

Conduct research related to the fire service, emergency medical services, industry standards, and related policies which would affect District operations, and communicate those findings to the appropriate District personnel.

Supervise assigned subordinate staff as necessary which includes: participate in staff selection; provide training in proper work methods and techniques; assign and review work; conduct performance evaluations; implement discipline and conflict resolution procedures when necessary.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Organizational structure of Washoe County as it relates to programs, activities, and functions of assigned area(s).

Departmental policies, practices, and procedures.

Federal, state, and local laws, statutes, codes, regulations, and standards pertaining to area of assignment.

Terms and acronyms commonly used in the assigned function.

Computer application capabilities and the information technology needs of the division.

Management information systems and software programs used in the assigned area.

Ability to:

Select, supervise, and evaluate the performance of assigned staff.

Understand the organization and operation of the County and of outside agencies as necessary to assume assigned responsibilities.

Develop and implement effective training programs appropriate to the intended audience.

Acquire, test, maintain, and troubleshoot computer equipment and software for specific departmental applications.

Access and operate departmental computer equipment and software.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance, and other evaluation procedures.*)

Knowledge of:

Organization and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

Methods and techniques of statistical and administrative data collection and report preparation.

Principles of public and/or business administration.

Principles of general management, supervision, and training.

Ability to:

Analyze information/situations, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.

Read, interpret, apply and explain pertinent laws, statutes, codes, regulations and standards including administrative and departmental policies and procedures.

Research, compile, tabulate, analyze and interpret data and information.

Perform statistical analysis and other analytical methods and techniques.

Work cooperatively with other departments, divisions, outside agencies and boards, elected officials, management and the general public.

Communicate clearly and concisely both orally and in writing, tailoring the message to the intended audience.

Write correspondence, memoranda, administrative summaries, reports, and other documents.

Operate a personal computer and use a variety of software packages.

Maintain confidential data and information.

Plan and organize work to meet schedules and timelines.

Establish, maintain and foster effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

Ability to work in a standard office environment, and occasionally in the field at or near the scene of emergency incidents.

May be subject to confidential information and must be capable of restricting communications related to that information.

May observe traumatic events and be able to deal with high stress environments.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.