
DEFINITION - Performs advance level secretarial, clerical and receptionist duties. Primary responsibility includes support of senior level administrative staff and ambulance billing. Enhances and supports overall department efficiency of individual department members and overall office operations.

ESSENTIAL FUNCTIONS - The duties of an Administrative Assistant include, but are not limited to, the following, which are listed, in no particular order of importance or significance.

1. Performs clerical and secretarial duties of advanced complexity with considerable independence of action and latitude for exercising judgment.
2. Effectively completes duties and assignments with considerable accuracy, timeliness and professionalism.
3. Composes and types pertinent correspondence from rough draft, general instruction and original documents with a high degree of accuracy and professionalism. Such responsibilities frequently require a moderate degree of independent judgment as the incumbent prepares such documents as letters, department memos, forms and all other documents as assigned.
4. Responsible for creating and maintaining department ID cards.
5. Responsible for ambulance software updates, troubleshooting problems with billing and field data and resolving problems that arise with the programs.
6. Prepares invoices for ambulance transport services and enters information into an automated billing system, verifies information, codes services based on established guidelines, prints and mails invoices to customers and insurance companies.
7. Reviews, enters and balances revenues collected for billed EMS services.
8. Responsible for balancing the ambulance ledger and submitting monthly reports to the Board.
9. Understands and applies billing requirements as mandated by Medicare, Medicaid and other insurance carriers and works to coordinate primary and secondary insurance carriers.
10. Investigates and gathers information on accounts using a wide variety of resources, researches insurance and other sources of third party payment to determine primary payment responsibility.
11. Uses collection methods to settle accounts by phoning or corresponding with patients, insurance companies, medical personnel, governmental agencies and attorneys; and any other source available to affect maximum collection of past due accounts; negotiates and/or recommends alternative payment schedules or approaches.
12. Maintains confidential medical billing files in compliance with governmental regulations.

ESSENTIAL FUNCTIONS continued

13. Responsible for creating volunteer personnel files and scheduling volunteer requirements including drug test, background checks, etc. as needed.
14. Attends Civil Service Meetings and takes notes.
15. Responsible for volunteer record keeping for six month and end of probation status.
16. Responsible for maintaining and storing new office policies and procedures and may create and draft policies and procedures as requested.
17. Utilizes computer programs in the Microsoft Office Suite to create and edit spreadsheets, reports and presentations with a high degree of accuracy and professionalism. Creates emails that are distributed to both internal and external customers.
18. Performs duties as the Receptionist for the department. Receives callers, refers them to the proper sources and takes messages with a high degree of efficiency, politeness and friendly demeanor.
19. Creates, maintains and organizes many of the District's forms to ensure proper implementation and application of the forms and their processes. May include drafting, upgrading and ordering forms used by the District.
20. Process incoming and outgoing mail including opening, date stamping, sorting and photocopying checks received.
21. Responsible for maintaining documentation of sensitive documents, including confidential medical records and contact information.
22. Distribute and file correspondence, memoranda and other department documents.
23. Be familiar with and operate a variety of office equipment including computer, typewriter, calculator, photocopier, fax and other standard office equipment.
24. Provides administrative support to managers, supervisors and department members as needed to facilitate workflow.
25. Replenishes office supplies.
26. Attends staff meetings; drafts and distributes finished notes of those meetings as assigned.
27. Responsible for maintaining the FireMed Program.
28. Responsible for maintaining accounting logs for disclosures of protected health information related to HIPAA.
29. Cross-trains and is proficient with accounting software, PERS, payroll and policy manual.
30. Some travel may be required for training purposes as requested by the Training Chief.
31. Requires displayed characteristics that portray a high degree of courtesy, customer service and friendly demeanor.
32. Responsible for proofreading quarterly newsletter articles and creating and distributing the newsletter.

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33. Responsible for billing on major fires or special events the fire department participates in including Oregon State Fire Marshal and FEMA billing.
 34. Responsible for billing of fire contracts.
 35. Responsible for maintaining uniform inventory and distributing uniform items to staff and volunteers according to the uniform matrix.
 36. Assists the Training department with travel arrangements on out of town training as requested.
 37. Responsible for maintaining DMV Record check system.
 38. Responsible for maintenance of grants including reporting requirements as requested by the Fire Chief or his/her designee.
 39. Organizes significant events as assigned, which may include, but are not limited to recruitment, receptions and banquets.
 40. Maintains certification as Notary Public.

QUALIFICATIONS

Knowledge of:

1. Standard office procedures and standard business etiquette.
2. Programs within the Microsoft Office Suite.
3. Amazon Billing Software and the Field Data program.
4. Business English grammar and language rules, proper spelling and all other knowledge required to produce written documents with a high level of accuracy and professionalism.
5. Basic math including the ability to add, subtract, multiply and divide accurately.
6. Caselle software.

Ability to:

1. Accurately and proficiently use word-processing and other personal computer software applications and office equipment skillfully.
2. Effectively communicate in English, both orally and in writing.
3. Effectively and cheerfully greet people and positively represent the Fire District through actions and observable behaviors.
4. Perform those physical activities required for the essential functions which include, but are not limited to, continuous sitting, moving, and otherwise being mobile; talking to others both in person and on the telephone for extended periods of time; and frequent keyboarding.
5. Lift packages up to 25 lbs from ground level to storage shelves of varying heights.
6. Travel may be required for training purposes as well as weekend work; travel and night meetings as requested by the Chief.
7. Requires exposure to stress created by assignments and deadlines and constant interruptions. Also requires displayed characteristics that portray a high degree of courtesy, customer service and friendly demeanor.

Experience and Training Guidelines:

Any combination of education, training or experience that provides the required knowledge, skills and abilities to perform essential functions.

Experience

Two (2) years experience in clerical and or secretarial work or equivalent required.

Training

High school graduate or possession of GED and supplemental training in advanced office skills or equivalent required.

Associates Degree in Office Management or Business preferred.

NAAC Certification desirable.

License Requirements

Must have a current and valid Oregon Driver's License.

Must be insurable and bondable by the District's insurance carrier.