

**OFFICE MANAGER**  
**Mid-Columbia Fire and Rescue**

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**ASSIGNMENT:** ADMINISTRATIVE SUPPORT SERVICES  
**SUPERVISOR:** FIRE CHIEF and/or his designee  
**SUPEVISION EXERCISED:** Those employees and volunteer members as assigned.  
**SALARY/WAGE STATUS:** EXEMPT, GROUP II  
**CIVIL SERVICE:** EXEMPT SERVICE  
**BARGAINING UNIT:** NO – Management, at-will position  
**EFFECTIVE:** November 25, 2012  
**REVISED:** July 1, 2020

*Class specifications listed below are intended to present a descriptive list of the range of duties performed by employees in this class. Specifications are not intended to reflect all duties performed within the job and therefore are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*

**SUMMARY DESCRIPTION**

The Administrative Office Manager is subject to policy created by elected officials and assists the Fire Chief and staff in a variety of associated administrative, fiscal, and planning activities. The Office Manager is a non-classified position and is not subject to the rules and regulations of the Mid-Columbia Fire and Rescue Civil Service Commission. It is an at-will untenured position that can be terminated at any time, with or without cause, by either the employee or the District.

The person holding this position must exercise discretion when performing confidential duties for the management team. The work is of an independent nature under the general command of the Fire Chief and/or his designee, and with latitude for administrative judgement and discretion, provides a high level of administrative, clerical, and operational support for the management staff. This position performs tasks, some of which require advanced or specialized knowledge and skills such as human resource functions; equipment, facilities; and inventory management; specialized record keeping and database management; and/or specified information-gathering projects and tasks.

Desktop computer usage is frequent, and the individual must possess considerable knowledge and experience in the operation of programs that go beyond basic word processing. Work may involve the development of moderately complex spreadsheets, and presentation of graphic materials. Work may also involve the ability to process financial/budgetary reports and requests as needed.

## ESSENTIAL DUTIES

- Supervise employees and volunteer members of the Fire District business office as required.
- Coordinates and manages the Fire District's business office which includes meeting and interfacing with District Office staff, personnel, and the general public. Responsible to conduct all such business in a manner that reflects good credit on the Fire District.
- Provide complex administrative support for Fire District staff members to include clerical and secretarial duties of advanced complexity with considerable independence of action and latitude for exercising judgement.
- Manage and/or performs office related functions including but not limited to preparation of correspondence, issuing burn permits, answering telephones, retrieving and distributing mail, ordering supplies, record keeping, scheduling meeting rooms, information systems management, documenting and processing meeting minutes, etc..
- Serves as a source of information to management and personnel on policies, procedures, programs, and office activities.
- Exercise discretion and perform confidential administrative duties for the management team. Preserves absolute confidentiality as to all management communications and other District data and records accessed in the course of work.
- Perform and or/delegate general office tasks such as monitoring/ordering office supplies, collating and assembling documents, photocopying/faxing correspondence, and reports, attending meetings, interpret recordings of meetings and provide accurate summary.
- Uses knowledge and understanding of underlying operational issues to create, compose, and edit technical or administrative correspondence and documentation.
- Operate a desktop computer to view, enter, edit, format, revise, print, process and distribute information; plans, creates and produces a variety of written material such as forms, correspondence, manuals, contracts, agreements, articles, lists, invoices, charts, reports, schedules, templates, models and other documents of similar complexity.
- Performs special projects, researches information, compiles statistics, and gathers and computes various data; prepares special and/or one-time reports, summaries, or replies to inquires, selecting relevant data from a variety of sources.

- Schedules appointments and maintains calendars; schedules, coordinates meetings, program functions, and/or special events, interprets operating policies as appropriate.
- Manage updates, maintain department files, manage asset tracking and inventory; implement and maintain data management systems, as required.
- Assists with organizing and performing financial activities for the Fire District including financial accounting, revenue collections, disbursements, payroll, and data entry.
- Assists with organization, preparation, implementation, and control of the Fire Districts annual budget.
- Assists with forecasting of revenues, expenditures, and year-end balances relative to the budget process.
- Assists with organization of the District's audit process and annual financial report and provide information, support, and assistance on matters relative to District finances, payroll, purchasing and other centralized financial functions.
- On a regular and continuous basis, exercises administrative judgment and assume responsibility for decisions, consequences and results having an impact on people, costs, and/or quality of service within functional area.
- Attends conferences, specialized schools, seminars, and other training opportunities to keep abreast of new developments in business administration, human resources, and fire service management. This may include overnight travel with extended travel distances involving driving or commercial transportation.
- Process deposits and reconcile petty cash.
- Assists Finance Officer with preparation of documents for annual financial statement audit.
- Assists Finance Officer with preparation and presentation of financial statements (monthly) for District and Board of Directors.
- Process accounts receivable; follow up on outstanding receivables; maintain subsidiary ledger for District's general fixed assets; and maintain District fixed asset policies and procedures.
- Cross-trains to maintain familiarity with payroll, accounts payable, accounts receivable, budget requirements, etc. to effectively interface with the Finance Officer.

- Responsible for billing of fire protection contracts.
- Maintains certification as Notary Public.
- Responsible for maintenance of grants including reporting requirements, monitoring grant expenditures, maintain grant accounting records and preparing required state and federal reports as requested by the Fire Chief or his/her designee.
- Prepares and inputs data to invoice for cost recovery of services provided (e.g. negligent fires, conflagration fires, Fire Management Assistance Grants (FMAG) incidents, non-jurisdictional responses, transportation incidents, etc.) based on established guidelines and reports such actions to the Finance Officer.
- Assist with management of, general insurance, life, disability, medical and workers compensation issues and interface with agency representatives, as necessary.
- Assist Volunteer Association with Internal Revenue Service (IRS), Oregon Department of Revenue, non-profit status, and other financially related issues.
- Manages the Volunteer Association Length of Service Award Program.
- Processes the Volunteer Association reimbursement program data and forwards to Finance Officer.
- Manages all public and permanent records in accordance with the public records law.
- Manages pre-hospital Emergency Medical Service (EMS) data entry necessary for billing prep and EMS data collection necessary for reports and records.
- Functions as the District's Health Insurance Portability and Accountability (HIPAA) compliance officer.
- Manages National Fire Incident Reporting System (NFIRS) data and submits required information to the Oregon State Fire Marshal's office.
- Manages all permanent records for the District as mandated by the State of Oregon.
- Assists with management of Fire District ambulance licensing, Wasco County Ambulance Service Area #2 contract and other required licenses such as Clinical Laboratory Improvement Amendments (CLIA), vehicle licenses, and Drug Enforcement Administration (DEA) controlled drug license.
- Assists with management of the Fire District's Emergency Medical Service (EMS) re-licensure process.

- Manages the weather data program and forwards information to the National Weather Bureau and other agencies upon request.
- Manages check-in of freight, packing slips, inventory tracking, and preparation of packages for mailing.
- Works with the District's third-party vendor to manage the Fire District's Fire Med program.
- Functions as the Fire District's uniform quartermaster.
- Assists staff with revisions and updates of permanent records, district policies, administrative directives, mutual aid agreements, office maintenance agreements, memorandums of understanding, IGA's, controlled drug logs, dispatch records and other contracts and records, as necessary.
- Assists staff, employees and volunteers with necessary forms as needed or requested.
- Participates in District Safety Committee as assigned.
- Attends Fire District meetings (e.g. Board, Civil Service, Staff Safety Committee meetings, etc.); Responsible for notification of Board Members, Budget Committee or Civil Service members as applicable and providing legal notice to the media prior to public meetings.
- Takes minutes of Fire District meetings, processes, and distributes completed notes of those meetings as assigned; completes data entry upon request or delegates such work to subordinate personnel as applicable.
- Assists District PIO as requested in performing the duties of District publicist, including preparation of public service announcements, PIO releases, posting on social media or delegates such work to subordinate personnel as required.
- Assist the Fire Chief in preparation of the Board packets and other assignments as assigned.
- Organizes sending of correspondence to patrons (i.e. Sympathy, Thank You, Congratulations cards/notes, etc) of the District whom we have had contact with.
- Integrates into the incident command system to provide support services during training and/or emergency incident field operations as directed.
- May be required to drive and operate District vehicles as necessary to perform the duties of the position.

- Delegates job-related duties as required.
- Performs other miscellaneous job-related duties as assigned.

## **QUALIFICATIONS**

### **Minimum Qualification, Training and Experience:**

This is not an entry level position. This position requires a high school diploma or GED with an AA degree in a related field and three (3) years of employment experience in an associated discipline, or a high school diploma or GED and an equivalent of five (5) years of employment experience in an associated discipline; a driver's license valid in the state of Oregon and be insurable by the districts insurance carrier; must obtain certification as a Notary Public within 18 months and maintain throughout employment; and must document the ability to satisfactorily perform the responsibilities of this position with minimal supervision and training.

### **Knowledge, Skills and Abilities**

Considerable knowledge of business English, spelling, punctuation and mathematics; general office practices, skills in typing, office record keeping and reporting; ability to supervise the work of subordinate personnel; ability to install and maintain clerical records, forms and procedures; ability to prepare reports and correspondence; ability to establish and maintain harmonious relations with other employees and the public.

Documented and demonstrated ability to perform and communicate effectively, and professionally, both orally and in writing, with a variety of people including District staff, partnering agencies, and the public, including persons under traumatic conditions while dealing with a wide range of individuals possessing a variety of personality traits.

Documented and demonstrated ability to utilize the District's current systems and program(s), with a typing speed of at least 50 words per minute in a one-minute timed test.

Knowledge of processing accounts payable and accounts receivable transactions.

Must be able to multi-task and work in an office environment with multiple interruptions while still meeting deadlines; work independently and complete tasks with minimal supervision; must be organized, efficient and be capable of maintaining numerous files and records; must be able to work effectively in a team environment; and must be able to respond to citizens inquires and requests for information and track and problem solve citizen complaints.

Knowledge of human resources concepts, practices, policies, and procedures; knowledge of computerized information systems; ability to make administrative/procedural decisions and judgments.

Database management skills; demonstrated ability to maintain confidentiality; ability to gather data, compile information, and prepare reports; skill in organizing resources and establishing priorities; ability to create, compose, and edit written materials; and skill in the use of desktop computers and related software applications.

### **Dimensions/Competencies**

Problem Solving - Identifies and resolves problems efficiently; Gathers and analyzes information; Develops solutions; Uses reason.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification when necessary; Responds informatively to questions; Demonstrates presentation skills; Participates in meetings.

Written Communication - Writes clearly and concisely; Edits work; Presents data effectively; Able to read and interpret written information.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Formulates realistic action plans.

Leadership - Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others.

Professionalism - Approaches others in a polite and tactful manner; Maintains composure and reacts well under pressure; Treats others with respect and consideration; Accepts responsibility for own actions; Follows through on commitments.

### **Desirable Qualifications**

Four-year degree in Secretarial Science or Business Administration or equivalent years of training experience in the same or similar field.

Current knowledge of Microsoft Server based network and computer systems.

Experience in office procedures and human resource matters.

Previous business experience and/or management training in civilian or public occupations.

Knowledge/skill using electronic media, i.e. updating websites.

Bilingual, specifically in the ability to communicate in Spanish.

A knowledge of medical terminology and billing.

**Tools and Equipment Used:**

A variety of general office equipment which may include, but is not limited to: Computer, calculator, copy machines, automated and computerized equipment, radios, paper, and telephones.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, use hands to finger, handle, or operate office equipment, objects, or controls and reach with hands and arms. The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch, crawl, talk, hear, taste, or smell.

The employee may lift and/or move up to 30 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee regularly works inside the fire station. The employee may occasionally work on or near the fire ground assisting the Incident Commander at the Command Post in a support role. The noise level in the work environment is usually low.



## **SELECTION GUIDELINES**

Selection will be conducted through a competitive process in accordance with Federal and State law and Mid-Columbia Fire and Rescue policies and procedures.

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 position if work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change based upon the needs and requirements of the job.