

## Town of Exeter

POSITION TITLE: **Office Clerk**

DEPARTMENT: Fire

POSITION NUMBER: 305

EMPLOYMENT STATUS: Part-Time, Non-Union

EXEMPT STATUS: Non-Exempt

LABOR GRADE: 3

JOB SUMMARY: This position is responsible for providing clerical support for the Fire Dept., Health Dept., Emergency Management and Emergency Medical Services.

SUPERVISION RECEIVED: This position receives direct supervision from the Office Manager and is evaluated by the Office Manager based on performance of the essential duties of the position and upon the achievement of assigned goals and objectives.

SUPERVISION EXERCISED: This position has no formal assigned supervisory responsibility or authority

ESSENTIAL JOB FUNCTIONS:

1. Communicates with the public in person and by telephone regarding customer service and ambulance patient relations.
2. Provides clerical support such as copying documents, faxing information, preparing mailings, running mail through the postal machine.
3. Collects fees and payments for ambulance services and monitors cash and check payments for accuracy.
4. Schedules training/meeting room requests.
5. Prepares requisitions and purchase orders for all divisions within the department.
6. Assists the Office Manager processing bi-weekly payroll for the department.
7. Maintains office inventory, including the ordering of supplies.
8. With direction from the Office Manager or the Fire Chief coordinates department information for posting on department website, EXTV and social such as Twitter and Facebook.
9. Assists in the issuance of burn permits, informs residents about current rules and regulations regarding local and state laws on outside burning

10. Serves as back up Controller for the Town's Emergency Operations Center (EOC) during exercises and large complex incidents.
11. Performs other duties as required.

ADDITIONAL DUTIES: (In the absence of the Office Manager)

1. Process departmental accounts receivable and cash receipts for all divisions within the department.
2. Process departmental accounts payable to ensure timely processing of invoices and including verifying accuracy of payables prior to inputting data into the accounting system.
3. Responds to requests from insurance companies and attorneys for reports.
4. Maintains a filing system for all divisions within the department.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED BY THE POSITION:

1. Knowledge of town and department policies and procedures.
2. Knowledge of office operations.
3. Skill in public and interpersonal relations.
4. Skill in the use of office equipment, such as a computer, copier/scanner, fax machine, postal machine, telephone, calculator and relevant software.
5. Skill in oral and written communication.
6. Ability to maintain accurate records and files.
7. Ability to communicate effectively, both verbally and in writing.
8. Ability to maintain confidentiality.
9. Ability to demonstrate good teamwork, leadership, interpersonal and customer-service skills and attitude.
10. Ability to establish and maintain effective working relationships with employees, town officials, property owners, contractors, realtors, the business community, the general public, regional, state and federal officials.

**SUPERVISORY CONTROLS:** For both one-of-a-kind and repetitive tasks the supervisor makes specific assignments that are accompanied by clear, detailed and specific instructions. The employee works as instructed and consults with a supervisor as needed on all matters not specifically covered in the original instructions or guidelines. For all positions, the work is closely controlled. For some positions, the control is through the structured nature of the work itself; for others, it may be controlled by the circumstances in which it is performed. In some situations, the supervisor maintains control through review of the work that may include checking progress or reviewing completed work for accuracy, adequacy and adherence to instructions and established procedures.

**GUIDELINES:** Specific, detailed guidelines covering all the important aspects of the assignment are provided to the employee. The employee works in strict adherence to the guidelines; deviations must be authorized by the supervisor.

**COMPLEXITY:** The work consists of duties that involve related steps, processes or methods. The decision regarding what needs to be done involves various choices requiring the employee to recognize the existence of, and differences among, a few easily recognizable situations.

**SCOPE AND EFFECT:** The work involves the execution of specific rules, regulations or procedures, and typically comprises a complete segment of an assignment or project of broader scope. The work product or service affects the accuracy, reliability, or acceptability of further processes or services.

**PERSONAL CONTACTS:** The personal contacts are with employees within the immediate organization, office, and project or work unit and in related or support units. The contacts are with members of the public in very highly structured situations, i.e., the purpose of the contact and the question of who to deal with are relatively clear.

**PURPOSE OF CONTACTS:** The purpose is to obtain, clarify or give facts or information regardless of the nature of those facts, i.e., the facts or information may range from easily understood to highly technical.

**PHYSICAL DEMANDS:** The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; driving an automobile; etc. No special physical demands are required to perform the work.

**WORK ENVIRONMENT:** The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated and ventilated.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: Positions at this level have no formal assigned supervisory responsibility or authority. Employees are responsible only for the performance of their own assigned work.

MINIMUM QUALIFICATIONS:

1. Knowledge and level of competency commonly associated with a high school diploma or associate's degree with additional education or training in computers, English, typing or related occupational field.
2. Experience sufficient to understand the diverse objectives and functions of the position, usually interpreted to require three (3) to five (5) years of experience; or any equivalent combination of education or experience which demonstrates possession of the required knowledge, skills and abilities.

I, \_\_\_\_\_, have received a copy of this job description. I have read and fully understand the contents and responsibilities of this position.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date