

POSITION DESCRIPTION

DEPARTMENT: FIRE
TITLE: OFFICE MANAGER
ANALYST: MIKE DUERSCH, COMP. AND BENEFITS COORDINATOR
DATE PREPARED/REVISED: APRIL 1991/MARCH 1995/MARCH 1998/DEC 2001
DATE EVALUATED: MARCH 1995/MARCH 1998

POSITION PURPOSE:

This position is responsible for the efficient operations of Fire Department office staff by hiring, coordinating, assigning, supervising, evaluating, directing, scheduling and assisting in all functions of office and ambulance billing areas. The position also assists in administration of the Spillman Data System by coordinating daily input and retrieval of information, training and assisting personnel utilizing the system.

PRINCIPAL ACCOUNTABILITIES:

1. Responsible for the efficient operation of Fire Department office area by hiring, supervising, training, disciplining, motivating and evaluating office personnel.
2. Provides knowledge and training to Fire Captains, Driver/Operators and step-up personnel in Spillman/NFIRS Computer System as Program Manager. Ensures quality reports/records are accurate and complete. Ensures that users are able to utilize system by providing information regarding system operation, troubleshooting problems, helping new users get set up and other activities associated with daily operation of system.
3. Ensures accurate and timely processing of invoices, payroll, and ambulance billing tasks are done in a timely manner by scheduling, assigning tasks and otherwise directing activities of office staff.
4. Contributes to the accurate accounting of fire and ambulance revenues by collecting fees, preparing and making deposits and tracking revenues., personally and by other office personnel.
5. Assists fire agencies, media, insurance companies, general public and others by coordinating a professional, timely response to public inquiries, in person and through the mail personally and by other personnel.

6. Responsible for management, storage, processing and retrieval of records, queries and reports obtained by Fire Department.
7. Assists in fire prevention activities. Manages NFIRS program. Ensures records are accurate and complete. Responsible for submittal to state and national agencies. Serves as liaison with State Fire Marshal's office regarding incident reports, etc.
8. Assist in audit data to identify duplicate entries, data that is entered incorrectly, and data that does not conform to set data entry standards.
9. Responsible for the efficient function of fire office by data entry, filing, organizing, reviewing, and revising, and distributing records and documentation.
10. Participates in establishing daily and long-range goals and objectives by identifying expected demands and resources required for Fire Department. Participates in budgetary planning, coordinates preparation of the budget, and monitors revenue and expenditures. Ensures appropriate resources are available by ordering supplies and distributing supplies to 5 fire stations. Maintains petty cash fund, hazardous materials call-out fund and ambulance transfer fund.
11. Ensures ongoing effectiveness of integrated police/fire (Spillman) and ambulance (Sweetsoft) records systems by facilitating transition to the systems, training current and new personnel in their use; and by writing and updating operating procedures, evaluating and recommending software upgrades, and recommending hardware upgrades and purchases.
12. Assists in maintaining application parameters, code tables, defining data entry standards, establishing incident reporting methods and coordinating user privileges in system securities.

NATURE AND SCOPE:

This position reports to the Fire Chief and is given broad latitude in the management of fire department office. This position acts in the capacity of the official Fire Incident Records Custodian. Specific projects or procedures may be implemented at the direction of the Fire Chief such as an integrated reporting system and electronic billing system.

The position directs the daily activities of the fire department office staff including assigning, coaching and supervising activities of personnel, all of whom report directly to the Office Manager. This

position is responsible for documentation and confidentiality in disciplinary procedures/hearings regarding Fire Department personnel. The incumbent maintains department personnel records.

This position provides first level help in use of the Spillman computerized record system by attempting to resolve software problems utilizing system manuals and troubleshooting guidelines provided by data system company or hardware vendor.

This position must be knowledgeable with the collective bargaining agreement. Ensures that changes in payroll are implemented by meeting with Personnel and Information Systems Department personnel.

This position ensures that payroll is processed accurately, in a timely and consistent manner, utilizing an in depth knowledge of City and departmental payroll policies.

A significant challenge faced by this position involves supervision of office personnel in processing paperwork for public, officers and public in general. Incumbent also performs these tasks.

The position coordinates efforts of all personnel in activities including, but not limited to paperwork, receiving and depositing monies; NIRS statistical data, audit procedures, bookkeeping; microfilming; processing and storage of fire, ambulance, and personnel records.

A major challenge of the position is to remain knowledgeable in the integrated computerized record system in order to be able to access information, assist other personnel in input and retrieval activities and to troubleshoot problems with the system.

The position works in an office environment using standard office equipment including computers linked via mainframe, computer and PC network, paging system, two-way radios and other office equipment.

APPROVAL SIGNATURES:

Fire Chief

Date

Union Representative

Date