

POSITION DESCRIPTION

DEPARTMENT: FIRE
TITLE: ADMINISTRATIVE SUPPORT 5
ANALYST: MIKE DUERSCH, COMP. AND BENEFITS COORDINATOR
DATE PREPARED/REVISED: FEB 1995/MAR 1998/JUN 2010
DATE EVALUATED: FEB 1995/MAR 1998/JUN 2010

POSITION PURPOSE:

This position is established to provide administrative support for the Fire Department in general and specifically for the ambulance billing function. The incumbent is responsible for managing the processing of department payroll; overseeing issuance, tracking and collecting fees for various permits; entering billing information and pursuing collection of funds; assisting in management of ambulance billing and patient care report systems; and completing other projects and duties related to fire department operations.

PRINCIPAL ACCOUNTABILITIES:

1. Contributes to the efficiency of the Fire Department by performing various administrative support functions such as answering telephones and directing calls, responding to questions, assisting fire and ambulance customers, and department employees.
2. Responsible for the department payroll processing by verifying and entering time, checking edits, calculating pay adjustments, recording overtime, verifying edits, and preparing other information and documentation used in bi-weekly payroll processing and in assigning employees for overtime call-in
3. Provides support to the fire prevention function by issuing permits, managing records and tracking permits issued, collecting funds and balancing deposits, creating and managing applications for life safety permits (fire alarms, sprinkler systems, etc.), sends annual renewal notices for operational permits (fire extinguishers and aircraft fueling), and trains other office staff in permit issuance and tracking.
4. Contributes to the accurate retrieval of computerized information in complex computer data bases by manipulating data and reporting for upper level management and for day-to-day operations.

5. Assists in processing of fire department and hazmat cost recovery accounts receivable and payable by entering and processing invoices, by entering and coding bills, preparing travel claims, etc. Assists with the distribution of petty cash and receipts, and balancing the ambulance transfer fund.
6. Contributes to the accurate billing of ambulance customers by tracking patient care reports, determining level of care, entering billing information, researching collection accounts and returned mail of delinquent accounts, and by preparation and entry of Ambulance deposits.
7. Assists in the maintenance, modification, and management of the ambulance billing data base by managing and modifying system codes, and by assisting in system set-up and modification for both on-site and field data collection.
8. Provides training and support to ambulance crews in the field patient care reporting system by providing information on changes to the system, giving initial and refresher training, and by responding to questions from ambulance crews.
9. Performs other duties in support of billing such as creating and updating forms, scanning records, creating and running specialized reports based on ambulance data base information, responding to customer questions, and other related duties.
10. Maintains department employee demographic, training and certification records by recording and modifying personal demographic information, preparing and disbursing address and phone lists, tracking EMT expiration, tracking paramedic training and certification, tracking driver's license expiration, and maintaining other information as needed.
11. Provides organizational support by compiling and presenting information related to the fire department, layout of the fire department annual report, organizing special events, photographing fire department events, organizing and publishing an annual video presentation, and performing other duties as assigned.

NATURE AND SCOPE:

This position reports to and operates under the general direction of the Fire Office Manager and may provide training and direction to work study students.

The position works closely with the Office Manager and Emergency Medical Administrative Assistant in performing administrative support duties in support of the Fire Department. The position works with information of a highly confidential nature.

The incumbent performs a variety of duties related to fire department functions. The position is directly responsible for certain office functions such as payroll, charging and entering daily ambulance billing, ambulance deposits, and delinquent accounts collection, support to the fire prevention function - issuing and tracking permits, and maintaining employee demographic, training, and certification records. The majority of responsibility for this position is in ambulance billing where the incumbent tracks patient care reports and enters billing information, assists in maintenance, modification, and management of the ambulance billing data base, provides training and support relating to the field patient care reporting system and access, formulates and reports ambulance billing and patient care information. This position performs additional duties related to fire department operations.

Challenges faced by the position include being able to maintain and extract information from various computer software systems and prepare meaningful and functional reports from extracted information; being knowledgeable in all aspects of the office in order to perform functions of other positions; maintaining knowledge of the permitting process and being able to train others in its functions; maintaining current knowledge of federal, state, and local regulations as they relate to ambulance service; and management and maintenance of ambulance billing and field data systems.

Equipment used by this position includes PC utilizing various general and specialized software programs, two-way radio, calculator, telephone, copier, camera, and other standard office equipment. The position functions largely within an office environment.

Internal contacts include interaction with all fire department personnel, and staff of the city finance, human resources, and information technology departments. External contacts include union officials, vendors, insurance adjusters, Bannock County auditor's office, hospital personnel, ambulance billing customers, and the general public.

APPROVAL SIGNATURES:

Office Manager

Date

Fire Chief

Date