

Town of Avon

Title: Administrative Coordinator

Department: Avon Volunteer Fire Department

Adopted: 2022

Position Summary: Independently performs a wide variety of responsible, confidential, general and complex administrative duties for the Avon Volunteer Fire Department. Participates in the development, implementation, and administration of office procedures and performs general accounting duties. Prepares a variety of fiscal, administrative, and operational reports. Serves as a coordinator of information between volunteers and Town departments.

Supervision Received: Reports directly to the Fire Marshall and receives general direction from the Fire Chief or Designee. Performs work independently and prioritizes tasks within general work assignments.

Supervision Exercised: Supervises and provides task assignments to the Administrative Secretary position.

Essential Functions: Provides administrative support to the Fire Chief, Headquarters (HQ) Captain and Board President meeting deadlines and mandated time frames.

Provides information to Chief and Town as needed for: Annual Report, Insurance inquiries, NFIS statistics, personnel activity, fire calls and public relations events.

Monitors department budget; assists with preparation of annual department budget; assists with grant writing; responsible for overseeing as well as processing Accounts Payable and Receivables, monthly treasurer reporting, QuickBooks data entry.

Recommends changes in office procedures to improve and expedite efficiency of work flow. Determines and submits Information Technology (IT) requests to IT support for technology needs/problems for all workstations in all fire stations.

Receives citizen questions, complaints and requests for emergency & non-emergency assistance, and takes appropriate actions; screens and/or responds to correspondence, emails, telephone calls, visitors, and volunteer members coming into the fire station. Composes correspondence and produces reports when needed.

Data entry utilizing the National Fire Information Reporting System. Manages and maintains documentation for legally mandated requirements and reporting in the areas of Federal, State, OSHA, EPA, personnel, training, maintenance, etc., meeting deadlines. Must uphold strict confidentiality in establishing and maintaining restricted files and records.

Compiles data for the Length of Service Awards Program (LOSAP), Points Reimbursement Program, Tax Abatement Program and Insurance programs.

Serves as secretary during Board of Director (BOD) and Corporate meetings, as needed. Records and maintains records/minutes of monthly BOD meetings, Corporation meetings, and any other special meetings as required; responsible for creation and dissemination of agendas, meeting minutes, treasurer reports, and Chief reports, prior to monthly BOD and Corporation meetings.

Personnel onboarding of new volunteer members. Responsible for maintaining personnel files and staff records in Firehouse software. Disseminates information to responsible people for issuing gear, fire station access, uniforms, IDs, email accounts.

Maintains public and member information on department website; Updates website as needed. Maintains and produces Annual Department Directory and membership status.

Reports and tracks Worker Compensation claims; reviews submitted forms for accuracy, obtains necessary approvals.

Conducts general clerical duties; submits work orders to Public Works for all building/maintenance issues for four fire stations; orders office supplies.

Performs backup or relief tasks in all functional areas of the department as necessary.

Knowledge, Skills, and Abilities: Ability to work independently. Ability to take minutes of meetings. A thorough knowledge of modern office practices, procedures and methods and the ability to analyze office operations and to develop operational improvements is required. Working knowledge of bookkeeping and/or accounting terminology. Ability to perform complex arithmetic computations is necessary. Ability to organize and maintain complex record files and systems and to observe strict confidentiality in maintaining restricted files, records and information is essential. Must be able to apply principles of office administration to solve practical problems. Must be able to perform word and data processing with skill and accuracy. The ability to efficiently schedule and coordinate meetings and events is necessary. Ability to interpret a variety of instructions furnished in written, oral and diagrammatic or schedules format. Ability to compose clear and correct letters and reports. The ability to assemble and organize data and to prepare reports from such records is required. Ability to anticipate office administrative requirements and to initial and perform detailed work with little supervision. The ability to deal effectively with volunteers, town staff and the public is required. Must have the ability to establish effective and positive working relationships with officers, members, town staff, vendors, other employees and the public. Operates standard office equipment, such as computer, copy machine, calculator, radios, etc. Performs other related duties as directed.

Physical, Mental Exertion/Environmental Conditions: Performs duties in an office environment. Routinely and intermittently exposed to computer screen, and must take periodic breaks from screen. May be required to lift and move light to medium weights up to 25 pounds, for example, ledgers, office supplies, etc. Uses repetitive motions in operating office equipment, including keyboards, calculators, fax machines and copiers. Must be able to hear clearly (correctable to within normal limits) to record telephone information, and to see (vision correctable to 20/20) to complete paperwork, applications and forms. Ability to concentrate on detailed and complex issues with interruptions, pressure, emergencies, and changing priorities. There is some stress in interacting with the public and members.

Minimum Qualifications Required: Associates Degree in Secretarial Science, Accounting or related field and four (4) years of progressively responsible secretarial or office administrative work; or an equivalent combination of education and experience. Proficient knowledge of Microsoft Outlook, Word and Excel.

Preferred: Experience with Quick Books and grant writing procedures. Working knowledge of the functions, activities and responsibilities of municipal government.

License or Certificate: Valid Driver's License.

Note: The above tasks and responsibilities are illustrative only. They are not meant to be all-inclusive of every task and responsibility. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.