

**DELAWARE COUNTY
EMERGENCY SERVICES DIVISION**

TITLE:

Emergency Services Receptionist/Secretary

JOB OBJECTIVE:

Individual provides administrative and operational support to the County, Emergency Communications, Emergency Medical Services and Emergency Management Agency. Individual reports to the Emergency Services Office Manager.

ESSENTIAL JOB FUNCTIONS:

- Responds to the Emergency Operations Center requests;
- Answers telephones, screens calls, makes referrals, and gives and receives information;
- Receives, prepares, files and maintains documents, records and correspondence;
- Performs typing, word processing, and related computer operations;
- Faxes and copies materials as requested;
- Receives and greets clients and visitors;
- Processes and distributes incoming and outgoing documentation and correspondence;
- Operates office equipment;
- Orders office supplies;
- Assists Office Manager with maintaining records of expenditures and receivables and processes bills for payment;
- Provides security access to 9-1-1, EMS and EMA Operations and Administrative areas during normal duty hours; and

- Handles or directs public inquiries regarding Emergency Services programs to appropriate office.

NON-ESSENTIAL JOB FUNCTIONS:

Performs related Essential/Non-Essential functions as required.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK

Equipment: Ability to operate a variety of office equipment such as computer, copier, typewriter, telephone, calculator, FAX machine, VCR, and other equipment necessary to perform duties.

Critical Skills/Expertise:

- Knowledge of Federal, State and department policies, procedures, guidelines and methods, including the Ohio Revised Code;
- Knowledge of computer and other office equipment;
- Ability to greet visitors;
- Ability to accurately complete and maintain records, reports and forms;
- Ability to transcribe information, type accurately, read, write and spell common vocabulary;
- Ability to communicate effectively, both orally and in writing;
- Ability to work effectively with clients who may be upset, distraught, irate, emotionally or mentally or otherwise unable to function within reasonable range of constructive behaviors;
- Ability to work independently, under pressure, and to set and achieve goals;
- Ability to operate a multi-line telephone system;
- Ability to organize and maintain large volumes of information and paperwork;
- Ability to effectively plan independently and in collaboration with other staff units and outside agencies.

Job Standards: High School diploma or GED plus related work experience. Must possess a valid Ohio Driver's License and acceptable driving record.

Work consists of a variety of routine tasks performed in accordance with established and prescribed procedures.

II. RESPONSIBILITY

Supervisor randomly reviews the work to ensure correct application of regulations, accuracy, thoroughness, and adherence to the time lines. Work may be checked upon completion. Errors are readily detected in normal course of work by standard checking resulting in little or no difficulty in loss of time to correct. Individual must be accurate in their job duties as failing to do so results in added work for co-workers. Individual needs to follow established guidelines and procedures.

III. PERSONAL WORK RELATIONSHIPS

Contact is with co-workers, employees from public and private sector organizations and the public. The purpose of these contacts is to guide and direct, check on progress of work assigned, coordinate services, and handle questions about Department, programs and visitors' concerns.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT

Physical Requirements: The physical requirements of the position are identified as sedentary work, which may require the lifting of up to twenty-five (25) pounds.

Physical Activity: The physical activity of the position is fingering, talking, hearing, listening, reaching, and walking.

Visual Activity: The minimum visual activity of the seeing job is close to the eyes, and requires viewing a computer terminal and proofreading information.

Job Location: The minimum work conditions for the position indicate that the individual is not exposed to adverse environmental conditions.

ACKNOWLEDGMENT

I acknowledge that the above description is a representation of the major duties and responsibilities of this position.

Employee

Date

Employee's Supervisor

Date

PCN#: 1130312301
Wage: COMOT 3
FLSA Status: Non-exempt
Civil Service Class: Classified

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