



JOB DESCRIPTION

EMS Administrative Technician

Date Prepared: July, 2022

SUMMARY: Under general supervision of the EMS Manager, performs a variety of highly responsible secretarial, record keeping, and administrative support duties for the Emergency Medical Service division; performs related duties, as required.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and responsibilities performed by incumbents of this class; employees may be assigned tasks that are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include but are not limited to the following:*

- Perform a wide variety of complex, responsible, and confidential duties.
- Assist with City infection control duties and responsibilities.
- Screen calls and visitors and refer inquiries as appropriate.
- Interpret City policies, rules, and regulations.
- Create agenda, and take minutes of City, county, and state meetings and commissions.
- Advise the public and staff on City policies, procedures, regulations, and practices.
- May assist with the budget, timesheet, and purchasing duties.
- Compile and prepare reports.
- Initiate and maintain a variety of files and records.
- Compose correspondence.
- Maintain manuals and updated resource materials and make travel arrangements.
- Maintain appointments and calendars, conferences, and civic functions.
- Establish, improve, and purge departmental filing systems.
- May provide clerical support to a board or committee, including preparing the plan, assembling materials, and meeting minutes.
- May conduct special studies relating to developing and implementing clerical procedures and policies.
- Review and log department mail and correspondence.
- Assist with medical supply inventorying, logging, and distribution.
- Assist with EMS training logs, licensing, and certifications.
- Assist with department Continuous Quality Improvement Program.
- May provide logistical support to Fire Department, as needed.
- May provide support to the Fire Chief and other administrative staff.

MINIMUM QUALIFICATIONS:

Education, Training, and Experience Guidelines:

High school diploma OR GED supplemented by college-level course work AND two years of increasingly responsible secretarial experience. Must be experienced in Microsoft Office software programs AND must type accurately at a net speed of 60 words per minute.

LICENSE AND CERTIFICATION REQUIREMENTS:

- Must possess a valid California class “C” driver’s license upon hire and maintain throughout the length of employment with the City of Victorville.

Knowledge of:

- Modern office methods, procedures, and clerical operations.
- Record keeping and records management.
- Proper English usage, spelling, grammar, punctuation, and syntax.
- Organization and project management procedures.
- Infection control duties.
- Stocking and inventory processes.

Skill in:

- Providing efficient customer service and communicating clearly and objectively in writing.
- Organizing with the ability to prioritize work and exercise independent judgment, wisdom, common sense, and initiative.
- Thoroughly carrying out oral and written instructions.
- Operating an office computer and various word processing and software applications.
- Interpreting and applying departmental policies, procedures, and rules.
- Supervising, training, and evaluating clerical personnel.
- Prioritizing workload.
- Maintaining confidentiality.
- Effectively dealing with members of the community and the press.
- Working independently in the absence of supervision.
- Analyzing situations carefully and utilizing practical courses of action.
- Compiling and maintaining complex and extensive records and preparing reports.
- Establishing and maintaining effective working relationships with those contacted during work, including City and other government officials, community groups, and the public.
- Applying safe work practices.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an office environment and in proximity to other workers. Incumbents shall be exposed to those conditions typically encountered in a business office environment. Physical demands are moderate, consisting primarily of sitting, standing, walking, lifting, and carrying moderately heavy boxes and utilizing a hand dolly to lift and transport materials and supplies weighing up to 50 pounds. Incumbents must be able to see and hear in the normal range, with or without correction, and communicate verbally and in written form. Incumbents must have the stamina to work long hours and attend night meetings after regular working hours. Must be willing to work an irregular schedule, including weekends, holidays, evenings, and varying hours. Must be willing to assist with emergencies.

Department Head

Date

Human Resources Officer

Date