



## ADMINISTRATIVE SERVICES COORDINATOR

605

Jamestown  
1607

**DEPARTMENT:** Fire/ Emergency Services

### **NATURE OF WORK:**

This is an entry level emergency management position which provides administrative, operational, and research and planning support to the Emergency Services Division of the Fire Department. Work is performed under the general supervision of the Director of Emergency Services.

### **ESSENTIAL FUNCTIONS OF THE JOB:**

#### Administration

Screens incoming calls, written correspondence, and e-mail; replies to inquiries with correct information or refers to appropriate staff.

Assists with budget preparation for Emergency Services and maintains all general finance records including budget expenditures.

Maintains inventory of office and Emergency Operations Center (EOC) supplies and equipment; purchases and distributes supplies as necessary; works with Purchasing Office staff to quickly obtain best materials at the best cost.

Maintains records, files, manuals, and related documents in an easily understood and accessible system.

Monitors access to and maintenance of EOC facility, key equipment, and use of multipurpose room.

Coordinates all aspects of scheduling and conducting meetings, events, and training programs, including coordination of travel arrangements.

Maintains updated and accurate emergency contact lists.

Maintains schedule of administrative deadlines to ensure all information is complete, correct, and submitted in a timely manner.

Serves as primary contact on routine County administrative procedures and other typical administrative tasks.

#### Operations

Coordinates maintenance and testing of all notification and communications systems in the Emergency Operations Center and serves as liaison to IT, General Services, other departments, and vendors.

Maintains the EOC in a state of readiness for activations including conducting routine testing of all equipment, availability of support documents, and adequate levels of supplies.

Attends meetings with or in the absence of the Emergency Services Director and relays information to appropriate staff members.

Learns and maintains ability to operate all relevant software, communications and notification systems.

Keeps informed of federal, state, and county regulations and directives affecting emergency planning and operations by completing assigned training in basic emergency management and related topics.

In the absence of, or in conjunction with, the Emergency Services Director, implements procedures to open the EOC in the event of an emergency in accordance with established procedures and policies.

Assists with and participates in all exercises and trainings as directed including those related to the Surry Point Nuclear Power Plant, Hazardous Materials, Hurricanes, Security, Severe Weather or other emergency plans.

### Research and Planning

Participates in the development and maintenance of all emergency management plans, support materials, reports, and related documents.

Conducts directed research as well as independent internet based research on a variety of emergency management and related topics.

Develops or compiles documents, correspondence, and materials including all programmatic reports required for reimbursement of expenses related to federal, state and other government grants, as well as awards from non-governmental funding sources.

Monitors and maintains federal, state, allied organizations, professional, and county newsletters, reports and related documents as directed.

### General Functions

Practices continuous learning and professional development through individual study, classroom training, seminars, and conferences.

Performs work safely in accordance with department safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

May be required to report to work to serve customers during emergency conditions. May be assigned to report at a different time and location and to perform different duties as necessary.

Performs related work as required.

### **JOB LOCATION AND EQUIPMENT OPERATED:**

Work is performed primarily in an office setting. Operates standard office equipment including telephone, radio, calculator, copy and fax machines, computer keyboard, and mouse.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of principles and processes for providing excellent customer service.

Knowledge of standard operating and business practices and procedures and their application to the area of assignment.

Knowledge of computer systems and peripherals used in the EOC.

Knowledge of or ability to quickly master emergency management and project management software and Microsoft Windows.

Skill in communicating effectively orally and in writing as appropriate for the needs of the audience.

Skill in developing and maintaining constructive and cooperative relationships with others.

Ability to prioritize, organize work, and perform responsibilities independently in accordance with established policies and procedures.

Ability to balance multiple deadlines and assignments effectively.

Ability to work cooperatively with people inside and outside the James City County organization.

Ability to represent the County to our customers, the public, and other organizations.

Ability to manage one's own time and work both independently and as a team member.

Ability to respond quickly and work calmly under stressful situations.

## **MINIMUM QUALIFICATIONS:**

Associates degree with a concentration in emergency management or Associates degree and emergency management related work experience, including experience which may have been acquired through a military or paramilitary organization, or any equivalent combination of acceptable education and experience providing the knowledge, skills, and abilities cited above.

## **NECESSARY SPECIAL QUALIFICATIONS:**

- Requires a post offer credential check.
- Requires a post offer criminal history and sex offender record check.
- Must be able to work a flexible schedule, including some nights and week ends.
- Requires being on-call on a regularly scheduled basis to respond to emergency situations.
- Requires the ability to travel among various work sites.

Date: March 2008

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# IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Administrative Services Coordinator Position Number: 605  
Department: Fire Division: Emergency Services

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

**I. *Mental Abilities:*** General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

**II. *Verbal Abilities:*** Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

## 1. Speaking/Talking:

- Answer telephone, radio or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with other  
\_\_\_\_\_
- \_\_\_\_\_
- Not essential to job functions

## 2. Hearing/Listening:

- Ability to distinguish between different tones
- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function.

## 3. Reading: (ability to read and understand text)

- Essential to job function
- Not essential to job function

**III. Numerical:** Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device

**IV. Spatial Abilities:** Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

**V. Motor Coordination:** Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

**1. Manual Dexterity:** Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Use telephone      | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input checked="" type="checkbox"/> Use switchboard    | <input type="checkbox"/> Use postage machine                               |
| <input checked="" type="checkbox"/> Use radio/console  | <input type="checkbox"/> Use hand tools                                    |
| <input checked="" type="checkbox"/> Use a calculator   | <input type="checkbox"/> Use power tools                                   |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____                                      |
| <input checked="" type="checkbox"/> Use a fax machine  | <input type="checkbox"/> Not essential to job function                     |

**2. Finger Dexterity:** Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**VI. Physical Demands:**

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

	Ability to manipulate materials and/or equipment (lbs)						Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
<b>Lift</b>	✓						✓		
<b>Push/Pull</b>	✓						✓		
<b>Hold/Carry</b>	✓						✓		

Manipulation done from:  ground to waist  waist level  waist to shoulder  above shoulder  
(Check all that apply)

Not essential to job function:  Lift  Push/Pull  Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

<u>Ladders</u>	<u>Stairways</u>	<u>Steps</u>
<input type="checkbox"/> Step stool	<input type="checkbox"/> 1 flight	<input type="checkbox"/> 1-2
<input type="checkbox"/> 8' to 10' step ladder	<input type="checkbox"/> 2 flights	<input type="checkbox"/> 2-3
<input type="checkbox"/> Extension ladder	<input type="checkbox"/> 3 or more flights	<input type="checkbox"/> 3-4
<input type="checkbox"/> Other _____	<input type="checkbox"/> Other _____	<input type="checkbox"/> Other _____
<input checked="" type="checkbox"/> Not essential to job function	<input checked="" type="checkbox"/> Not essential to job function	<input checked="" type="checkbox"/> Not essential to job function

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
<b>Stand</b>			✓					✓	
<b>Sit</b>			✓					✓	
<b>Walk</b>			✓					✓	
<b>Run</b>	✓						✓		

If walking or running, over what type of terrain?  flat  rough  both

Not essential to job function:  Stand  Sit  Walk  Run (Check all that apply)

**4. Stooping, Kneeling, Crouching, and /or Crawling:**

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

**Daily Amounts**

- 0-5x     
  5-20x     
  20-50x     
  50+x  
 Other \_\_\_\_\_     
  Not essential to job function

**5. Reaching, Handling, Fingering, and/or Feeling:**

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

**Daily Amounts**

- 0-5x     
  5-20x     
  20-50x     
  50+x  
 Other \_\_\_\_\_     
  Not essential to job function

**6. Seeing: To perceive or comprehend by the sense of sight.**

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)

**VII. Driving: The ability to transfer or convey in a vehicle.**

<b>Transmission</b>	<b>Standard</b>	<b>Automatic</b>	<b>Multi-Gears</b>
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other (list) _____			

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