

## STAFF ASSISTANT (EMERGENCY SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Department of Emergency Services, is responsible for performing a variety of staff support functions to ensure efficient and effective department operations. Responsibilities involve coordinating and communicating between the department and other county departments as well as local, state and federal emergency service agencies, performing program research, monitoring grant activities for mandated reporting and evaluative purposes, statistical record keeping and report writing to document and support new and/or proposed programs and plans, as well as assisting with the tracking, deployment, maintenance and calibration of a wide variety of equipment and devices. The incumbent may also organize public events and conferences held with local, state or federal officials. Since the department deals with many security concerns, a high degree of confidentiality must be maintained in dealing with important and sensitive issues. The incumbent is expected to use good judgment, initiative and independent action in performing assignments. Supervision may be exercised over a small number of clerical support personnel. During an emergency and/or activation of the County's Emergency Operations Center (EOC) the incumbent may be requested to assist in staffing the EOC and may be assigned additional hours or weekends to work and meet the needs of the department. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Assists in coordinating intra-departmental operations to ensure that effective communication is maintained between divisions, county departments, local municipalities, state and federal agencies to maintain effective administrative operations;

Maintains liaison with officials of municipal, state and federal emergency service agencies to coordinate and schedule meetings, provide information, prepare materials, deploy equipment, etc.;

Provides administrative support to professional staff as assigned (i.e., purchasing, contracts, processing required forms, compiling needed documentation, maintaining databases, inventory tracking and control, etc.) to ensure effective departmental workflow;

Monitors grants for mandated reporting purposes; for purposes of reimbursement and in the preparation of reports to summarize grant activities and provide performance indicators;

Assembles and maintains a library of statutes, regulations, policies and procedures, training guidelines, etc. relating to Emergency Services that is readily accessible to the Commissioner and staff;

Works with managerial staff to assist in the preparation of informational materials related to the services provided by the department as well as of upcoming events;

Prepares reports along with graphics for managers to use in public presentations;

Assists in assembling and compiling data and preparing statistical reports relating to emergency service operations;

Prepares reports and performs research on projects on program projects and plans;

Assists in compiling and assembling the annual budget;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Attends meetings and takes minutes as required; this may occasionally include off hours such as evenings and weekends;

Provides support to instructors and organizations using the Training Center, ensuring the facility is prepared and that training aids are organized and properly maintained;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Attends meetings and conferences as assigned;

Provides assistance with staffing and supporting the functions in the County's Emergency Operations Center (EOC) during an event, exercise or training;

May perform other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of office management and administrative practices and techniques; knowledge of research methods; ability to effectively use computer applications such as spreadsheets, word processing, calendar, email and database software in performing work experience; ability to gather and analyze data; ability to plan, organize and coordinate administrative support functions of an office; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; ability to plan and present ideas clearly and effectively; ability to establish and maintain effective working relationships; ability to deal effectively with the public; ability to communicate effectively, both verbally and in writing; initiative; tact; initiative; good judgment; discretion; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and five years of experience where a primary function of the position was secretarial, office management, and/or staff or administrative support\*\*, which included or was supplemented by one year of experience (paid or volunteer) as an emergency service provider.

SUBSTITUTIONS: Satisfactory completion of 30 credits\* may be substituted on a year for year basis for up to four years of the above stated general experience. There is no substitution for the one year of specialized experience.

\*\*DEFINITION: Staff or administrative support experience is defined as providing support or back-up functions to higher level administrators in areas such as: office management; participation in budget preparation and monitoring; payroll and personnel type functions; involvement in the development and/or review or department-wide practices and procedures; evaluating departmental operations; participation in planning; financial recordkeeping, accounting, or management activities; purchasing; public relations, community relations, public information activities; and other similar functions. "Line" functions involved in the delivery of services or in the day to day operations of a department would not be qualifying experience.

NOTE: Volunteer experience must be equivalent to a 35 hour a week, full-time position and must be verifiable.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

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