



## **POSITION DESCRIPTION**

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POSITION:	ADMINISTRATIVE ASSISTANT
DEPARTMENT:	PROTECTIVE SERVICES
CURRENT ISSUE:	JANUARY 2026
NEXT REVISION:	JANUARY 2031
AFFILIATION:	NON-UNION

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### **POSITION SUMMARY:**

Reporting directly to the Director of Protective Services, the Administrative Assistant provides high level office management support for the Fire Department including administration, financial management and record keeping related to emergency response, training, fire prevention and public education activities and events. The Administrative Assistant is the primary contact for the department, responding to general information requests and coordinating department activities.

### **DUTIES AND RESPONSIBILITIES:**

1. Provides secretarial support to the Fire Chief and department staff. Prepare, collate and process various forms, documents, letters and reports, etc.
2. Transcribes, typing or word processing letters, memoranda, and reports with business English and technical terms.
3. Using a networked personal computer to complete word processing or information management assignments, including setting priorities and deadlines, formatting documents, and correcting spelling and grammatical errors.
4. Takes minutes of meetings and prepares summaries.
5. Sorts mail for the Department and distributes to appropriate divisions and personnel.
6. Reads and responds to mail, email, faxes and messages for the department under the guidance or direction of the Fire Chief.
7. Prepares mail for dispatch by checking for completeness (e.g. signatures, enclosures, proper addresses).
8. Prepares routine correspondence from brief verbal or written instructions.
9. Provides assistance/co-ordination for large mail-outs.
10. Maintains updated address/e-mail/telephone/fax lists for staff/contract employees/Consultants and managers.
11. Tracks overdue documents and informs Fire Chief and Treasurer of any overdue occurrences.
12. Liaises on a day-to-day basis with the Municipal Office to provide services/co-ordination/communication for staff and various committee/advisory group members (i.e. Staff and management meetings).

13. Oversees all HR related documents for the department.
14. Assists with the purchasing needs of the department by issuing requests/tenders for goods and services, advising staff of proper procedures, and completing required documentation, both written and electronic. Ensures purchase orders/requisitions are issued when purchases are being made, and verifies the invoices on arrival.
15. Maintains action logs of meetings and events as assigned.
16. Makes appointments, arranges travel and hotel accommodations for department staff, preparing travel authorization and expense forms and maintains the office calendar and software.
17. Arranges courier services, meetings, conferences, catering as required.
18. Collects incident data from personnel and the First Due system.
19. Ensures electronic reports are filed with the Office of the Fire Marshal on a scheduled basis.
20. Collects and analyzes data in preparation for council reports.
21. Maintains the department's filing system.
22. Receives visitors/clients, answers routine inquiries, and directs to appropriate staff.
23. Answers department phone inquiries, taking messages or directing callers to alternate staff and maintains a personal voicemail account.
24. Attends training sessions and occasional out-of-town/evening meetings.
25. Receives, investigates, responds, records, and replies to all complaints or requests in relation to fire stations as part of departmental maintenance.
26. Other Fire related duties as assigned such as minor maintenance duties, snow shoveling, sweeping or similar tasks as required.

#### **EMERGENCY MANAGEMENT:**

1. Member of the Emergency Management Program Committee.
2. Takes minutes of the Municipal Emergency Control Group (MECG) and the Emergency Management Program Committee (EMPC) meetings.
3. Assists the CEMC as necessary.
4. Attends events and achieves the required training and seminars to assist operational requirements during emergencies and activation of the Municipal Emergency Operations Centre.

#### **QUALIFICATIONS:**

- Minimum Grade 12 education/diploma
- Two years (2) years related experience in an administrative position in a similar office environment.
- Working knowledge of the *Fire Prevention and Protection Act*, the *Fire Code* and other applicable Federal and Provincial Laws as they relate to Fire and Emergency Services.
- Basic understanding of Human Resource legislation and practices.
- NFPA 1035 Public Information Officer
- EM 200 Basic Emergency Management
- IMS 100 Introduction to Incident Management System

- Excellent interpersonal and customer service skills. Ability to deal courteously with the public, co-workers, Fire Officers and volunteers and external contacts at all times. Ability to relay/receive information in an understandable and helpful manner as well as maintain composure when dealing with complaints.
- Proficiency in use of computer systems and software including Microsoft Word, Excel, PowerPoint, Outlook, web-based software (GIS) and data management software.
- Excellent Record Taking and Report Writing skills
- Working knowledge and proficiency in administrative and clerical office procedures; data entry, typing and use of office equipment.
- Ability to follow written and verbal directions and procedures. Ability to identify and complete related tasks and seek direction only when required.
- Ability to focus in an office environment with frequent interruptions and prioritize work so that duties are completed in a timely manner within deadlines.
- Ability to accurately input data, with knowledge of departmental breakdowns and project details for coding verification.
- Ability to convey information clearly in both spoken and written word
- Team Player – able to mentor and support other members of the department

#### **PRINCIPAL ACCOUNTABILITIES:**

In addition to the general requirements of the Municipality for regular and reliable attendance, timeliness and personal conduct consistent with Municipal policies and procedures, the incumbent is expected to:

- Promote and maintain clear lines of communication that foster successful interpersonal relationships. Such communication shall be timely, informative, accurate, courteous, responsive and complete.
- Maintain the confidentiality of all employee and resident related information deemed to be confidential.
- Ensure that the equipment of the department is maintained, respected and that preventative maintenance is undertaken. Ensure that equipment is utilized in a safe manner by informed staff, conforming to established operating specifications.
- Maintain all necessary qualifications and certifications and ensure all professional standards and legislative requirements are met.
- Be fully knowledgeable of your responsibilities under the Occupational Health & Safety Act and Regulations, and to work in compliance with these provisions in order to create an environment, which is conducive to the health and safety of the Municipality's employees, residents, volunteers and other stakeholders. You are expected to work in a safe manner at all times and report any hazards or incidents as soon as possible.
- Be fully knowledgeable of the Occupational Health and Safety Manual to understand actions expected.
- To take a problem-solving approach to your work, using sound judgment, acting appropriately to ensure safety.

**APPROVAL:**

This position description has been approved by the Director of Protective Services.

**TITLE**

Director of Protective Service

**SIGNATURE**

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**DATE**

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**INCUMBENT'S SIGNATURE**

I, \_\_\_\_\_, have read and understand the content of the above position description.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

**ADMINISTRATIVE ASSISTANT PROTECTIVE SERVICE - PHYSICAL DEMANDS**

TASK DEMANDS: Frequency of identified physical tasks in job responsibilities

TASK	FREQUENCY			
	Never (0%)	Occasional (<33%)	Frequent (33% - 66%)	Constant (>67%)
Sitting – remaining in the normal seated position			X	
Standing – remaining on one's feet in an upright position without moving about or combined with walking		X		
Walking – moving about on foot on level or uneven surfaces		X		
Stooping/Bending – bending down and forward at the waist in a sitting or standing position		X		
Kneeling – bending legs to rest on one or both knees		X		
Crouching/Squatting – Bending down and forward by bending legs at knees		X		
Crawling – Moving about on hands and/or knees or feet.	X			
Twisting – Rotating upper torso left and right while sitting or standing		X		
Balancing – maintaining body equilibrium to prevent falling when walking, standing, crouching, kneeling on narrow, slippery or moving surfaces.		X		
Climbing – Ascending/descending ladders, stairs, scaffolding, poles or inclined surfaces.	X			
Keyboarding – using a computer keyboard, adding machine, calculator, typewriter, etc.				X

Reaching – extending hands and/or arms below, at or above shoulder height			X		
Gripping/Handling – manipulating objects with the hands by seizing, holding, grasping using a power grip or simple gripping		X			
Fingering – manipulating objects using the key, palmar or tip inch grip positions.		X			
Lifting	Under 10 lb. (4.5 kg)		X		
	10 – 20 lb. (4.5 – 9.0 kg)		X		
	20 – 40 lb. (9.0 – 18.0 kg)	X			
	Over 40 lb. (27.0 Kg) Specify: Mechanical Lift	X			

PUSH/PULL REQUIREMENTS (Identify specific tasks requiring pushing/pulling equipment involved)	Frequency		
	Occasional (<33%)	Frequent (33% - 66%)	Constant (>67%)
Pushing/pulling of equipment (eg. lawnmowers, carts, auto-scrubbers or other cleaning equipment)	X		

OTHER PHYSICAL/COGNITIVE REQUIREMENTS: Identify special requirements used routinely in the job and identify job task (e.g. listening and visual concentration for transcription; mental concentration for multi-tasking etc.)

PHYSICAL/COGNITIVE REQUIREMENT	JOB TASK	YES	NO
Mental Concentration	Fast-paced, multi-tasking environment, critical thinking, problem solving	X	
Risk of Eye Strain	Constant viewing of computer monitors	X	
Mental Demands	Working with tight deadlines, decision making accountability, legislative restrictions	X	

#### WORKING RELATIONSHIPS

<b>Internal</b>	Director of Protective Services, Deputy Fire Chief, and Fire Prevention Officer. Fire Officers, Volunteers, CAO & Department Managers and support staff.
<b>External</b>	Public, vendors and suppliers. Fire Associations, Fire Marshal's Office, Emergency Management Ontario, other municipalities, agencies or associations.

Legend: D – Daily, W – Weekly, M – Monthly, Q – Quarterly, A – Annually

TITLE OF PEOPLE CONTACTED	D	W	M	Q	A	PURPOSE	HOW	
							ORAL	WRITTEN
Residents	X					Providing information; follow-up on complaints and inquiries	X	X
Stakeholders/Contractors	X					As team leader and member; supporting departments and unit activities, purchase orders	X	X

Employees/Managers	X					Communicating, collaboration, consulting, providing direction, Performance accountability	X	X
Members of Council		X				Providing information, seeking approval/direction		X

Externally (e.g. suppliers, staff of other Municipalities, Government Agency, Local Businesses, General Public)

Legend: D – Daily, W – Weekly, M – Monthly, Q – Quarterly, A – Annually

TITLE OF PEOPLE CONTACTED	D	W	M	Q	A	PURPOSE	HOW	
							ORAL	WRITTEN
Other Municipalities/Government Agencies/Local Businesses	X					Supporting referred-in workload	X	X

#### **ENVIRONMENTAL DEMANDS:**

This position may have to serve a number of people at one time and frequent interruptions may be common. The office environment may be busy, noisy often dealing with several requests by others during short time intervals. The employee must be an excellent communicator and be able to manage various issues with Staff. The position requires frequent use of the computer and other office equipment. This position also has a possibility of dealing with traumatic information received from or heard about from other employees that can cause issues to someone's mental health.

#### **WORKING CONDITIONS:**

This position is required to work regular full-time hours in an office environment. Additional work may be required to complete special requests or projects. After hours meeting attendance or travel may also be required.

**SUPERVISORY/MANAGEMENT ACCOUNTABILITIES:** No  
**THE ABOVE INFORMATION IS CORRECT AS APPROVED BY:**

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Departmental Manager

REVIEWED BY:

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Human Resources

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Incumbent