



# Calhoun County Consolidated Dispatch Authority

*Serving Our Community One Call at a Time*

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## **JOB DESCRIPTION**

### **Executive Administrative Assistant**

#### **General Summary**

Under the general supervision of the Executive Director, the Executive Administrative Assistant performs a variety of secretarial, administrative, human resource, and other tasks as assigned to support the operations of the Dispatch Authority.

#### **Essential Duties and Responsibilities**

*An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.*

1. Receives, reviews, codes and processes invoices for materials, services, and contracts.
2. Reviews, codes and processes accounts receivable.
3. Prepares, reviews, and presents bi-weekly payroll records.
4. Gather and merge data to complete annual local, state and federal reports.
5. Maintains and handles personnel records, documents, and other office records.
6. Schedules appointments, arranges and confirms meetings for the Executive Director and Deputy Director as needed.
7. Receives screens, directs phone calls and provides basic information, answers routine questions, and directs questions and complex situations to the appropriate personnel.
8. Prepares and presents agendas and related materials for various policy boards and committees.
9. Attends CCCDA's Governing Board of Directors meetings including Committees, Subcommittees, special sessions, and public hearings. Maintains confidential and working files, prepares agendas, transcribes and distributes minutes of such meetings.

10. Handles all correspondence including typing, copying and proofreading. Prepares memos and routine notices independently. Prepares and administers large mailings. Receives and routes incoming mail.
11. Maintains office and clerical supplies for administrative offices and the dispatch center. Tracks supply needs, orders and restocks as necessary. Maintains office equipment, including copy and fax machines.
12. Prepares responses to F.O.I.A. requests for recordings and /or documentation of police, fire, EMS, and central dispatch activity.
13. Prepares, amends, and maintains confidential information regarding personnel files and/or CCCDA correspondence.
14. Maintains and amends administrative documents as directed (policies, S.O.P.'s, contact lists, etc.).
15. Performs special projects as needed. Assists the Executive Director, Deputy Director, IT/Systems Administrator, data manager, supervisors, and dispatch personnel with additional services, as requested.
16. Prepares materials, collects, documents, coordinates and schedules meetings, related to testing and background checks for new hires.
17. Produces information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics.
18. Provides administrative and clerical support for all HR functions, including but not limited to, the areas of employment/recruitment, benefit administration, leave management, labor relations, and training/organizational development.
19. Assists in the updating of agency website and Facebook page.
20. Performs all other duties, as assigned by the Executive Director.
21. Maintains security of confidential or proprietary information as required by law or policy, including but not limited to confidential information of central dispatch and its employees, as well as confidential information of third-parties and responder employees and agencies to which the employee may have access in the position.

## **Incidental Duties and Responsibilities**

- ◆ May attend off-site trainings, conferences, or seminars as specified by the Executive Director.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. These statements are not intended to be construed as an exhaustive list of all duties and responsibilities required of personnel so classified, as well as any additional duties that may be assigned by the Executive Director.*

## **Qualifications**

**Education:** Associate's Degree in human resources, business or public administration, or related field. Bachelor's Degree preferred.

**Experience:** Two to four (2-4) years of progressive secretarial or office management experience. One to three (1-3) years in Public Administration. Experience should demonstrate ability to maintain confidentiality and loyalty as well as ability to communicate and work with other departments and agencies. Ability to travel to various locations within the county.

**Knowledge, Skills, and Abilities:** Job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements:

- ◆ Knowledge of modern office procedure and practices.
- ◆ Knowledge of municipal governmental functions, operations, administration, and administrative support.
- ◆ Knowledge of basic accounting, payroll, and budgeting principles.
- ◆ Knowledge of Michigan's F.O.I.A.
- ◆ Skill in the operation of a computer, copier, and other standard office equipment.
- ◆ Skill in the operation of word processing, databases and spreadsheet applications.
- ◆ Ability to establish effective working relationships and use good judgment, initiative, and resourcefulness when dealing with the public, community leaders, and other employees.
- ◆ Ability to understand and follow complex oral and written instructions, and carry them out independently.
- ◆ Ability to compile data and prepare accurate records and reports.
- ◆ Ability to type and enter data rapidly and accurately.
- ◆ Ability to take notes and prepare minutes accurately.
- ◆ Ability to effectively communicate and present ideas and concepts orally, and in writing.
- ◆ Ability to critically assess situations, problem solve, and work effectively under stress, within deadlines, and changes in work priorities.

- ◆ Ability to behave and communicate in a manner that promotes a positive and professional work environment.
- ◆ Ability to travel to various locations in the County and State for trainings, seminars, and normative CCCDA business.
- ◆ Ability to use tact and diplomacy and understand people from all social, economic and cultural backgrounds.
- ◆ Must currently possess and maintain a Michigan Vehicle Operator's License.
- ◆ Must pass extensive background investigation.
- ◆ Must be able to communicate in a professional and polite manner with the public, agencies, and other personnel.

*The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.*

### **Reporting Relationships**

Reports to the Executive Director.

### **Working Conditions/Environment**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

While performing the duties of this job, the employee is regularly required to communicate with others in person and on the telephone. The employee is frequently required to review and produce written and electronic documents. The employee must be mobile in an office setting, stand, sit, stoop, kneel, use hands and fingers and ability to reach with hands and arms. The employee must occasionally lift or push/pull objects of up to 15lbs. without assistance. The employee is frequently required to attend meetings.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually quiet.

### **Physical/Mental Requirements**

- ◆ Ability to function in stressful working environment.
- ◆ Clear speaking voice.
- ◆ Visual acuity to read, proofread, fill in forms and use standard office computer applications.
- ◆ Hearing acuity to listen and communicate in person and on the telephone.
- ◆ Manual dexterity to use alphanumeric keyboard.

- ◆ Mental capacity to analyze data, use logic, exercise sound judgment, and make sound decisions.
- ◆ Ability to keep confidentiality.
- ◆ Ability to maintain effective working relationships with other employees, agencies, and the general public.