



JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT - EMS

POSITION SYNOPSIS AND PURPOSE

Under the general supervision of the Chief/Director of Paramedic Services this position is responsible for full time administrative support to the Emergency Services Department including scheduling, backfilling, invoice coding, and timesheet review.

MAJOR RESPONSIBILITIES

Description	Approx. Time Spent (%)
<p>Staff and Management Support/Review</p> <ul style="list-style-type: none"> • Scheduling and backfilling of shifts as required using scheduling software. • Verify timesheets with schedule and provide to Deputy Chief for approval. • Assist the Deputy Chiefs in maintaining and updating LMS data base as required for the EMS department staff. • Order and maintain inventory of uniforms. • Prepare correspondence for signature by Chief or Deputy Chief's. • Attend as required, meetings for the purpose of recording minutes. • Act as Resource Co-ordinator for the County of Haliburton Emergency Operations Control Group. Provide clerical support for the maintenance and updates of the County Emergency Plan. • Assist Deputy Chief's as required with public events. • Order office supplies as needed. • Ensure that all office equipment is properly maintained and arrange servicing as required. • Assist Deputy Chief's with clerical components of the QA and HS responsibilities. • Additional duties as required. 	<p>50%</p>
<p>Records, Data & Invoicing</p> <ul style="list-style-type: none"> • Maintain vehicle tracking reports and assist Deputy Chief of Operations with office related tasks. • Create and maintain departmental files both hard copy and digital in accordance with TOMRMS. Storing archived files. Purging files as outlined in the County's Document Retention Policy. • Review and code Invoices for EMS and forward to appropriate Manager for approval. • Maintain files of vehicle related expenses including fuel, mileage and repairs. • Filing of records and correspondence as required by the Deputy Chief's. 	<p>40%</p>

<ul style="list-style-type: none"> • Assist Deputy Chief of Operations in maintaining internal department personnel records and ensure relevant information copied to the Human Resources Manager. 	
<p>Customer Service</p> <ul style="list-style-type: none"> • Reception duties such as greeting visitors and contractors. Provide information and refer to appropriate staff. Direct to work area, receive courier deliveries. • Receive phone calls, walk in and email enquires with regard to EMS issues. • Monitor fax and EMS website enquiries, review, distribute to staff, forward to another Municipality or agency or respond accordingly. 	10%

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

DECISION MAKING AND INDEPENDENCE

- a) **List up to 3 examples of the types of decisions that are made or issues/situations that are dealt with on a regular basis and how judgement is used to resolve them:**
 1. Verifying timesheet data.
 2. Answering phone inquiries and direct calls to appropriate staff.
 3. Update contact information in County Emergency Plan.

- b) **List up to 3 examples of situation or problems that are referred to the supervisor for direction or resolution:**
 1. Timesheet review to schedule – approved by Manager prior to going to payroll.
 2. Coding of Invoices – prepared and reviewed by assistant but must be approved by Manager prior to going to Finance.
 3. Scheduling meetings.

REQUIRED TRAINING

- Orientation which includes
 - All Corporate Policies/Procedures
 - WHMIS GHS Training
 - Respect in the Workplace
 - MOL Worker H & S Training
 - AODA
- Additional Training includes
 - Website
 - LMS
 - Tomrms
 - Collective Agreements

MINIMUM QUALIFICATIONS (must have)

a) Education (degree/diploma/certifications)

- Relative post secondary education and/or related on the job experience with demonstrated ability.
- Class G Drivers Licence.

b) Experience

- 3-5 year's of clerical experience.

c) Knowledge/Skill/Ability

- Proficiency with computer software including Microsoft Office applications.
- Excellent oral and written communication skills.
- Excellent interpersonal skills and ability to work independently.
- Ability to multi-task in a fast paced and demanding environment making use of current computer technology.

PREFERRED QUALIFICATIONS (asset)

- Ability to record minutes of meetings would be an asset.
- Electronic scheduling experience.

WORK SETTING

CONTACTS

Frequency Legend
Constant – every day for most of day
Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

Contact	Frequency	Nature of Interaction
Director of EMS		
EMS staff		
Public		
Other County Staff		
Council		
Contractors		

WORK CONDITIONS/PHYSICAL/MENTAL EFFORT

Please check off all that apply

Frequency Legend
Constant – every day for most of day
Frequent – daily
Regular – weekly

Occasional – bi-weekly to monthly

1. Hours of Work

Normal (i.e. 8:30 am – 4:30 pm, Monday to Friday)	<input checked="" type="checkbox"/>
Evenings/Weekends	<input type="checkbox"/>
On-Call	<input type="checkbox"/>
Over-time (How often? Expand below)	<input checked="" type="checkbox"/>

Examples: As required to meet departmental objectives.

2. Work Environment

	Constant	Frequent	Regular	Occasional	Percentage
Indoors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	99%
Outdoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1%
					=100%
Attend internal/external meetings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10-15%
Time spend travelling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Less than 1%
Frequency of interruptions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-
Interaction with irate/aggressive clients/customers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-

Examples: Public, staff enquiries. Staff and team meetings.

3. Hazards

	Constant	Frequent	Regular	Occasional
Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dirt, Dust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hazardous chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disagreeable weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Examples: XXX

4. Physical Requirements

	Constant	Frequent	Regular	Occasional
Operating and/or maintaining vehicles and equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

• Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement to lift objects (list max weight) 40lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing and/or pulling objects to complete tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PPE worn on a regular basis (list type):				
• Mask	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
•	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
•	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Types of tools used (list type):				
• Shovel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Hand Tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Plunger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Examples: XXX

5. Mental Requirements

	Constant	Frequent	Regular	Occasional
Requires awareness of surroundings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visual effort required on a concentrated basis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requirement to listen attentively	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Examples: Phone calls/computer work/visitors

POSITION CLASSIFICATION

Position Title: Administrative Assistant - EMS

Department: EMS

Work Location: Haliburton Ambulance Base

Reports to (Direct): Chief/Director of Paramedic Services

Position(s) Supervised Directly: NA

Position(s) Supervised Indirectly: NA

Effective Date: July 2024

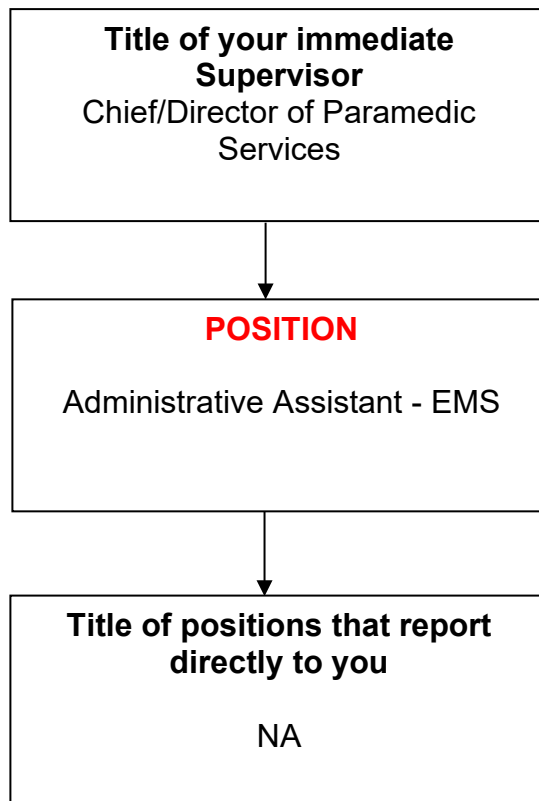
Revision Date:

Salary Range: \$32.32/hr

Hours Per Week: 40

ORGANIZATIONAL CHART

List the reporting relationship of this position to others within the immediate department.



Note: The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended nor should it be interpreted as a complete inclusive description.