

**MUNICIPAL FIRE AND POLICE CIVIL SERVICE**

**ST. TAMMANY PARISH FIRE PROTECTION DISTRICT #3 (LACOMBE)**

**Contents**

**OCCUPATIONAL INDEX TO CLASSES ..... 2**

FIREFIGHTER/OPERATOR ..... 3

FIRE CAPTAIN..... 6

ASSISTANT FIRE CHIEF ..... 9

FIRE CHIEF..... 13

ADMINISTRATIVE ASSISTANT ..... 17

# OCCUPATIONAL INDEX TO CLASSES

## MUNICIPAL FIRE AND POLICE CIVIL SERVICE

### ST. TAMMANY FIRE PROTECTION DISTRICT #3 (LACOMBE)

#### FIRE SERVICE

##### LINE CLASSES

FIREFIGHTER/OPERATOR \*

FIRE CAPTAIN \*\*

ASSISTANT FIRE CHIEF \*\*

FIRE CHIEF \*

ADMINISTRATIVE ASSISTANT\*

\*Competitive class

\*\*Promotional class

QC Index

Original Adoption: 02-09-96

Revision Dates: 07-07-97, 04-26-99, 09-16-02, 12-18-07, 11-22-10, 08-22-18

# FIREFIGHTER/OPERATOR

(Competitive Class)

## **DISTINGUISHING FEATURES OF THE CLASS**

The class of Firefighter/Operator comprises entrance level positions in the classified firefighting division of fire department operations. Employees of this class receive training in and perform firefighting and fire suppression tasks such as controlling and extinguishing fires, performing rescue work, and driving, operating, and maintaining fire department vehicles. Firefighter/Operators perform fire prevention tasks which include fire inspections and public fire education. Employees of this class report to and have work reviewed by a Fire Captain. Firefighter/Operators rank directly below the class of Fire Captain.

## **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Participates in assigned training drills either as an individual or as a member of a group. Attends special schools or courses assigned. Reads and studies assigned material related to performance of work.

Trains for and performs firefighting and rescue tasks such as connecting, carrying, and operating hose lines, ventilating buildings, using forcible entry techniques, and using ladders, lines, and other equipment to aid in fighting fires or removing fire and accident victims to safety.

Drives fire apparatus to and from fire. Positions apparatus and connects to supply source. Operates pumper to supply adequate pressure to the nozzle. Calculates required water flow; intake and discharge pressures; and determines the number of required hose lines necessary for fire suppression.

Administers first aid to victims of fire and accident either on the scene of an emergency or en route to the hospital.

Performs tasks necessary to protect property using covers, tarps, or other materials. Locates and extinguishes hidden fires and hot spots. Shores up or tears down weak and dangerous structural components. Removes debris and charred waste.

Participates in fire investigation and fire cause determination. Informs officer in charge of suspected arson. Recognizes, notes, and preserves evidence of arson. Observes witnesses at the fire scene and questions witnesses to determine fire cause.

Conducts fire inspections of commercial buildings, schools, and residences for fire hazards and compliance to fire codes. Conducts fire drills in schools and businesses.

Cleans, dries, inspects, and properly secures any assigned fire fighting equipment such as hoses, hand tools, portable breathing apparatus, ladders, or related equipment. Cleans fire vehicles. Performs periodic tests on apparatus and equipment as required. Inspects fire hydrants, conducts flow tests, and periodically flushes hydrants to remove rust and sediment.

Performs tasks necessary for the proper maintenance of station and grounds such as cleaning floors and windows, emptying trash cans, mowing grass, and notifying officer in charge of needed repairs.

Performs public relations duties such as calming excited citizens at a fire scene, receiving and responding to complaints from the public, and providing information to the public concerning the work of the fire department.

Completes forms and records as required.

Performs related duties as assigned.

### **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. Any Louisiana applicant who presents a home study diploma shall submit necessary documentation indicating Louisiana Board of Elementary and Secondary Education (BESE) approval of the home study curriculum. Non-Louisiana applicants shall be required to present proof of completion of a high school curriculum which has been accredited by the applicant's state, or its state-approved agency. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

Must possess a valid driver's license.

Must be not less than eighteen (18) years of age.

Firefighter/Operator QC

Original Adoption: 12-09-96

Revision Dates: 01-28-00, 08-08-00, 12-18-07, 05-08-14, 05-09-18

# FIRE CAPTAIN

(Promotional Class)

## **DISTINGUISHING FEATURES OF THE CLASS**

This class encompasses responsible supervisory positions, the primary duties of which involve the supervision of the operations of a fire station, including the supervision of firefighting personnel, apparatus and equipment on an assigned shift. Employees of this class respond to emergency calls, assume command at the scene of an emergency in the absence of a superior officer, and assist in the training of subordinate employees. Fire Captains have the authority to work independently in most areas, performing special tasks with only general instructions. Employees of this class report to and have work reviewed by the Assistant Fire Chief. Fire Captains rank directly below the class of Assistant Fire Chief.

## **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Responds to all fire and emergency medical calls, supervises driving of fire apparatus, and directs the positioning of the fire apparatus at the fire or emergency scene. Directs the operation of a fire company by gathering and assessing pertinent data provided by dispatcher, performing size-up of an emergency scene, and observing and responding to changes in fireground conditions. Sets up the fireground perimeter for crowd and traffic control. Performs firefighting operations and supervises subordinate employees in search and rescue, forcible entry, self-contained breathing apparatus, ladder operations, ventilation, nozzle and hose handling, protection of exposures, fire extinguishment, pump operations, sprinkler and standpipe systems, water supplies, and salvage and overhaul. Supervises and performs emergency medical services such as basic first aid, CPR, and first responder services. Supervises the handling of hazardous materials. Serves as fire safety officer. Maintains communications between the fire scene and other authorized personnel, calling for assistance when needed.

Manages and supervises the operation of a group of fire suppression personnel for one shift by performing such duties as issuing orders and assigning work or duty areas, inspecting appearances of personnel and equipment, reviewing written reports, and delegating authority as allowed. Provides assistance to subordinates in technical areas of work. Oversees the work performance by subordinates, conducts employee performance evaluations, and discusses work performance with subordinates. Counsels employees who are experiencing work problems and resolves employee complaints and grievances. Assists in maintaining discipline among subordinates by recommending disciplinary action to the appointing authority. Briefs incoming Fire Captain on all pertinent activities that occurred or those that will occur on the upcoming shift.

Personally trains personnel by conducting training in the classroom and providing informal or on-the-job training for new employees. Conducts drills and evolutions.

Performs pre-fire planning inspections by visiting businesses, schools, and places of public assembly, inspecting for fire protection purposes, including conducting fire drills. Assists arson investigation personnel by securing the fire scene to prevent removal or damage of evidence. Searches for, protects, preserves, reports, and maintains the chain of custody of any evidence of suspected arson. Testifies in court when required.

Recommends management policies, goals, and objectives for the department. Participates in the research and planning for programs and activities of the department. Recommends changes in department operations that will help the city improve ISO ratings. Evaluates the efficiency of response units following emergency incidents.

Conducts tests or directs the testing of fire department apparatus and equipment. Inspects fire apparatus, station, buildings, and facilities to ensure compliance with departmental standards. Reports and receives reports about any problems with fire department property and equipment for the purposes of repair and maintenance. Maintains inventory of supplies and equipment, and orders and distributes supplies and equipment to personnel as required.

Provides for the maintenance of department records, such as records of activity, inventory records, or any others which may be required. Personally completes any forms, records, or reports as required. Compiles data and writes reports.

Participates in special community projects designed to improve public relations. Makes presentations and demonstrations related to fire prevention and fire safety. Conducts tours of department facilities for school or civic groups.

Performs related duties as assigned.

### **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of promotion, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must possess a valid Louisiana driver's license.

Must be a regular and permanent employee in the class of Firefighter/Operator by the closing date for application to the board.

Must possess certification as Firefighter I, Firefighter II, Driver/Operator, Fire Service Instructor I, Fire Investigator I, Hazardous Materials I, Hazardous Materials II, Fire Officer I, immediately preceding closing date for application to the board.

The above certifications must be from the Louisiana Firefighter Certification Program or another agency accredited by the National Board on Fire Service Professional Qualifications (NBFSPQ) or the International Fire Service Accreditation Congress (IFSAC).

Must possess Nationally Registered Emergency Medical Technician Basic, and American Heart Association certified in CPR, immediately preceding closing date for application to the board.

Fire Captain QC

Original Adoption: 12-18-07

Revision Dates: 06-02-08, 08-25-13



# ASSISTANT FIRE CHIEF

(Promotional Class)

## **DISTINGUISHING FEATURES OF THE CLASS**

This class encompasses a highly responsible administrative and supervisory fire department position, the primary duties of which are assisting the Fire Chief in planning, organizing, and overseeing all operations of the fire department. The employee of this class performs the duties of the Fire Chief in the Chief's absence and supervises all subordinate department employees. The Assistant Fire Chief takes command of emergency scene operations until relieved by the Fire Chief, assists with the financial management of the department, provides for the maintenance of department records and reports, and performs public relations functions. Duties of this class are performed with a high level of independence, with special assignments given and work reviewed by the Fire Chief.

## **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Performs the duties of Fire Chief in the absence of the chief. Recommends management policies and sets goals and objectives for the department. Participates in the research and planning for programs and activities of the department. Plans and organizes departmental operations, including equipment, apparatus, and personnel. Conducts inspections and evaluates the effectiveness of operations of the department, taking appropriate action to correct or improve problem areas. Investigates complaints against department personnel and makes a recommendation for action to be taken. Recommends changes in department operations which will help the district improve ISO ratings.

Supervises subordinate fire department employees by overseeing the assignment of work schedules, approving leave, reviewing reports written by subordinates, providing assistance in technical areas of work, and inspecting equipment and personnel appearance. Resolves employee complaints and grievances. Oversees, evaluates, and discusses work performance with subordinates. Writes employee evaluation reports and discusses work performance of subordinates with the Fire Chief. Holds meetings for the purpose of receiving reports and disseminating information. Investigates accidents involving equipment or personnel, determines cause of accident, and recommends procedures to avoid future accidents. Maintains discipline by counseling employees and recommending disciplinary action against subordinates. Assists with a personnel recruitment and selection program. Participates in interviews with prospective employees and makes recommendations for hiring. Assists with the maintenance of promotional eligibility lists and recommends promotions in accordance with civil service law.

Responds to all emergency calls and performs size-up of an emergency scene, including determining the nature and extent of the fire, condition of the building, water supply, and safety procedures. Oversees and performs all emergency scene activities such as fire extinguishment and emergency medical services, including first aid and CPR. Supervises subordinate employees in rescue; forcible entry; ventilation; nozzle and hose handling; protection of exposures; pump operations; salvage and overhaul; and handling hazardous materials. Directs subordinates in the use of sprinkler and standpipe systems. Assists with providing for the needs of firefighting and emergency personnel and the coordination between fire personnel and law enforcement personnel at the scene of an emergency. Maintains fire ground communications. Oversees the investigation of the cause, origin and circumstance of fires. Provides for the security of the fire scene to prevent damage or removal of evidence. Testifies in court when required.

Provides for the maintenance of all department records and reports such as personnel records, records of activity, inventory records, or any others which may be required. Assists in making decisions concerning what information should be included in all records of the department, including determining what form this information should be kept. Assists with the preparation of payroll records. Writes reports, such as LFIRS reports, required to document the operation of the department by compiling and analyzing data. Assists with requests for grants or other special funds to aid in the operation of the fire service. Writes letters in answer to requests addressed to the fire department or as needed to handle problems. Personally completes forms and records as assigned.

Gives reports, makes recommendations, and keeps informed on local trends that may affect the fire service when attending all meetings as required. Participates in conferences, conventions, and other educational meetings. Assists with monitoring and evaluating local conditions which may become fire or safety hazards. Oversees and participates in the collection of information for pre-fire planning and becomes familiar with all area features which might become important in an emergency.

Oversees the development of a training program for the department, ensuring that the program is properly staffed and supplied with resources. Evaluates the training needs of the department and recommends outside training to meet these needs when necessary. Personally conducts training in the classroom and through drills and evolutions. Oversees and participates in training in areas such as basic firefighting; hydraulics; pump operations; driving fire equipment; nozzle and hose handling; breathing apparatus; rescue; fire extinguishers; forcible entry; ladders; fire streams; ventilation; salvage and overhaul; pre-fire planning; sprinkler and standpipe; investigations; hazardous materials; emergency medical services, and supervision.

Supervises the general care and maintenance of department firefighting apparatus and equipment, vehicles, communications equipment, and other specialized equipment and property. Oversees and participates in the testing of equipment in order to assure that equipment meets all applicable federal, state, and local standards. Researches methods of handling specific fire department tasks and sees that such tasks are either contracted for or

assigned to qualified department personnel. Assists with the arrangement for repairs. Oversees and participates in the inspection of equipment after repairs to ensure that these were properly accomplished.

Coordinates special projects to enhance the public image of the fire department. Assists with the coordination of the work of the department with related federal, state, and local agencies, releasing information and giving assistance when needed. Informs the public and answers questions about the work of the fire department by means of talks, demonstrations, or distributions of literature. Assists with representing the department to the news media which includes releasing information and answering questions concerning the work of the fire department.

Assists with the preparation and submitting of a departmental budget. Assists with the purchasing of equipment and supplies, keeping such purchases within the established budget. Assists with writing specifications for new fire department equipment, including preparing specifications for public bids. Meets with sales representatives to review product and makes recommendations on major purchases for the department. Orders supplies and equipment and oversees the maintenance and distribution of supplies and equipment.

Performs any related duties assigned.

### **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

After offer of promotion, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must possess and maintain valid Louisiana driver's license.

Must be a regular and permanent employee in the class of Fire Captain by closing date for application to the board.

Must possess certification as Firefighter I, Firefighter II, Driver/Operator, Fire Service Instructor I and II, Fire Investigator, Hazardous Materials I, Hazardous Materials II, Fire Officer I, II, and III, immediately preceding the closing date for application to the civil service board.

The above certifications must be from the Louisiana Firefighter Certification program or another agency accredited by the National Board on Fire Service Professional Qualifications (NBFSPQ) or the international Fire Service Accreditation Congress (IFSAC).

Must possess and maintain Nationally Registered Emergency Medical Technician Basic certification and American Heart Association CPR certification immediately preceding closing date for application to the civil service board.

**MUST MEET ONE OF THE FOLLOWING THREE QUALIFICATIONS**

**EITHER**

Must possess a Bachelor's Degree in Fire Science, EMS or related field and at least three (3) years as a regular and permanent employee in the fire or emergency medical service.

**OR**

Must possess an Associate Degree in Fire Suppression, EMS or related field and at least six (6) years as a regular and permanent employee in the fire service, at least three (3) of which should be in positions which include administrative or supervisory responsibility.

**OR**

Must possess a high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, any of which must indicate graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate. At least ten (10) years as a regular and permanent employee in the fire or emergency medical service, at least five (5) of which must have been in positions which include administrative or supervisory responsibilities.

Assistant Fire Chief QC
Original Adoption: 11-22-10
Revision Dates: 09-17-14, 05-20-15

# FIRE CHIEF

(Competitive Class)

## **DISTINGUISHING FEATURES OF THE CLASS**

This class encompasses the highly responsible position chief officer over all fire department operations. The class of Fire Chief includes administrative and supervisory duties as well as the direction and control of fireground operations. The employee of this class sets management policies and goals and objectives for the department, prepares and submits an operating budget, and organizes the personnel management functions of the department. The Fire Chief works independently, reporting to the St. Tammany Parish Fire District #3 Fire Board of Commissioners as governing body for the fire department.

## **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Manages the total operation of the fire department as chief officer. Develops management policies, goals, and objectives for the department, and determines how department should be organized. Reviews incoming communications, making assignments or routing work to the appropriate person. Evaluates the productivity and effectiveness of departmental programs and develops and initiates procedures to improve the quality of service in these areas. Reviews existing or proposed legislation, regulations, ordinances, or court rulings relating to fire department operations and attends all assigned meetings. Monitors any local conditions which may create situations the department may be called upon to handle. Devises a risk management program to control departmental losses, and investigates all accidents or injuries involving department equipment or personnel in order to make changes in procedure to avoid future accidents.

Organizes the personnel management functions of the fire department. Develops a personnel recruitment and selection program in accordance with EEO standards and interviews prospective employees, making recommendations for hiring. Establishes an internal affairs review process to investigate violations of code of conduct by department employees. Establishes and maintains a system of line personnel inspections, determines performance standards for department personnel, and established procedures for evaluating employee performance. Develops and implements a safety program for the department. Provides for employee grievance resolution procedures for the department.

Evaluates training needs, and establishes and maintains the training program. Provides on-the-job training for department members, including explaining policies, procedures, and rules, and providing assistance in technical areas of work.

Oversees the supervision of subordinate personnel, delegating assignments, outlining responsibilities and duties, adjusting work schedules and approving leave, and setting task priorities and long-term goals. Holds formal meetings for the purpose of receiving information and disseminating information. Counsels employees who are experiencing work problems. Maintains discipline.

Develops and implements an emergency management system. Directs and controls fireground operations, including size-up, equipment and personnel assignments, strategy, communications, and the reevaluation of decisions as necessary. May perform fire suppression duties as may be required in order to assist in the control and containment of the incident. Directs the handling of special tactical situations, emergencies involving hazardous materials, or emergencies involving injury or illness, determining action to be taken to contain or control the incident. Directs a program of pre-fire planning.

Promotes a positive public image of the work of the fire department in the daily performance of duties. Handles complaints from the public concerning emergency and non-emergency fire department operations and procedures. Writes letters in response to written or oral requests addressed to the fire department. Coordinates the work of the department with related federal, state, and local agencies. Acts as official department representative to the news media. Determines target areas for fire prevention or public education efforts and develops such programs to meet identified community needs. Delivers talks or demonstrations on fire prevention or related fire protection topics to schools and civic organizations.

Consults with the governing body and submits to the proper authority a departmental operating budget. Authorizes the expenditure of funds allocated for departmental operations. Manages the operation of the general accounting system for the department.

Oversees and utilizes a system of information management for use in the administration of the department. Supervises the preparation and maintenance of department records and reports, reviewing records and reports completed by subordinates, and periodically inspecting record-keeping systems and facilities. Personally completes all forms, records, and reports required.

Oversees the general care, maintenance, and use of departmental equipment, vehicles, stations and grounds, and other related property. Prepares and reviews products and specifications for fire department equipment. Maintains an inventory of supplies and equipment for the department. Obtains estimates on repair costs, arranges for repairs, and inspects equipment or property after repairs to see that repairs were properly accomplished.

Performs any other related duties.

## **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements must be met before admission to examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of employment, but before beginning work in this class, must pass a medical examination prepared and administered by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must have and maintain a valid driver's license.

Must possess certification as Firefighter I, Firefighter II, Driver/Operator, Fire Service Instructor I and II, Fire Investigator, Hazardous Materials I, Hazardous Materials II, Fire Officer I, II, and III, immediately preceding the closing date for application to the civil service board.

The above certifications must be from the Louisiana Firefighter Certification program or another agency accredited by the National Board on Fire Service Professional Qualifications (NBFSPQ) or the International Fire Service Accreditation Congress (IFSAC).

Must possess and maintain Nationally Registered Emergency Medical Technician Basic certification and American Heart Association CPR certification immediately preceding closing date for application to the civil service board.

**MUST MEET ONE OF THE FOLLOWING THREE REQUIREMENTS**

**EITHER**

Must have a bachelor's degree in fire science, fire administration, business administration, public administration, or a related curriculum and at least five (5) years of progressively responsible experience in fire service positions, at least two (2) years of which must have been in positions which include administrative or supervisory responsibilities. Fire service experience must include work in positions which would provide background in fire prevention and investigation, fire training, and related areas of fire department operations and management.

**OR**

Must have an associate degree in fire science, fire administration, or a bachelor's degree in an unrelated curriculum and at least seven (7) years of progressively responsible experience in fire service positions, at least two (2) years of which must have been in positions which include administrative or supervisory responsibilities. Fire service experience must include work in positions which would provide background in fire department operation and management.

**OR**

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a

degree awarded. Any Louisiana applicant who presents a home study diploma shall submit necessary documentation indicating Louisiana Board of Elementary and Secondary Education (BESE) approval of the home study curriculum. Non-Louisiana applicants shall be required to present proof of completion of a high school curriculum which has been accredited by the applicant's state, or its state-approved agency. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate and at least ten (10) years of progressively responsible experience in fire service positions, at least five (5) years of which must have been in positions which include administrative or supervisory responsibilities. Fire service experience must include experience in fire suppression and rescue, and may include work in positions which would provide background in fire prevention and investigation, fire training, and related areas of fire department operations and management.

Fire Chief QC

Original Adoption: 09-16-02

Revision Dates: 09-18-13, 05-08-14, 05-09-18



# ADMINISTRATIVE ASSISTANT

(Competitive Class)

## **DISTINGUISHING FEATURES OF THE CLASS**

This class encompasses a responsible clerical position, the primary duties of which are processing and maintaining departmental records and reports of activity. The Administrative Assistant performs data entry and retrieval tasks, such as entering department record information into computer, maintaining files, and extracting information as needed. The employee of this class addresses visitors to the department, answers and directs telephone calls and develops new procedures for office functions when necessary. The Administrative Assistant performs routine duties independently, reporting to and having work reviewed by the Fire Chief.

## **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Receives department records and reports and checks them for completeness, accuracy, and conformity to established procedures. Types letters, forms, memos, statements, formal reports, or any assigned documents. Composes business letters using correct grammar and punctuation. Operates copying machine to make copies of department documents when required. Files correspondence, cards, forms, records, and reports in hard copy files or a computer database where they are organized numerically chronologically, or by subject matter. Locates and retrieves information or documents from hard copy files and computer files while performing appropriate back-up functions with computer files. Uses computer scanning equipment to enter records or documents into the database. Traces missing files. Fills out all forms or records required or assigned to this position and files them according to department procedures.

Ensures all incident reports are logged in accordance with departmental policy. Receives patient care reports and sends them to the billing company weekly. Maintains spreadsheet of patient care reports, and monitors all reports, patient refusals, and patient deaths. Formulates EMS discrepancy reports and forwards to superior officer. Renews DHH licenses as needed, and maintains a records of employee certifications and expirations dates. Tracks monthly funds from the billing company for patient care records. Checks EMS invoices and receipts against purchase orders. Tracks billing from insurance websites. Monitors the receipt of services, equipment and supplies for quantity, quality, and adherence to contracts and specifications. Tracks smoke detector installation, and tracks and records installations for the State Fire Marshal and PIAL. Processes third party correspondence concerning delinquent payments. Makes bank deposits.

Schedules appointments and keeps records of meetings and other events for the fire department. Places telephone calls for the department and answers any calls coming in on assigned lines. Opens, sorts, and distributes incoming mail to the proper person, section, or office. Processes outgoing mail and interdepartmental correspondence. Acts as a receptionist to visitors, screens them to determine their business, and directs them to appropriate individuals or offices. Answers questions and handles any routine requests by visitors and for the public about the operation of the department or any related areas of emergency services. Responds to any routine correspondence or requests on own initiative following departmental procedures. Takes minutes or notes at meetings.

Assists in the hiring process by receiving applications, staying in contact with potential employees, scheduling interviews, and scheduling agility tests. Schedules background checks, driver's license checks, new hire physicals, and retirement physicals. Assists with paperwork related to employee insurance, retirement, and supplemental pay. Delivers completed new hire packet and tax documents, as well as all payroll documents to appropriate entity for processing. Tracks quarterly drug screening. Maintains all full-time and part-time employee personnel files. Keeps Fire Marshal's website updated for reserves. Makes study guides and booklets for training purposes. Distributes collection letters for money owed the department, and tracks payments made. Tracks annual ethics training for employees, the Fire Board of Commissioners, and civil service board members.

Maintains inventory, prepares purchase requisitions, distributes, and orders supplies and equipment. Handles requests for supplies from department employees. Keeps in touch with supply companies to maintain a list of prices and possible discounts. Orders EMS supplies, and keeps track of the EMS budget, EMS purchase orders, and DEA forms for ordering controlled substances.

Performs any related duties assigned.

### **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. Any Louisiana applicant who presents a home study diploma

shall submit necessary documentation indicating Louisiana Board of Elementary and Secondary Education (BESE) approval of the home study curriculum. Non-Louisiana applicants shall be required to present proof of completion of a high school curriculum which has been accredited by the applicant's state, or its state-approved agency. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

Must not be less than eighteen (18) years of age.

Must possess a valid driver's license.

Administrative Assistant QC

Original Adoption: 08-22-18

Revision Dates: