



# JOB DESCRIPTION

## Administrative Assistant

Policy Number:	
Original:	
Last Revised:	
BOD Approval:	
Effective:	

**Position Title:** Administrative Assistant  
**Supervised by:** Chief  
**Direct Reports:** None  
**Status:** Non-Exempt

### General Purpose

Responsible for general office clerical duties, assisting Management, and representing Perinton Ambulance in a customer service-oriented role. Greeting customers, visitors and vendors and directing them to the appropriate staff.

### Essential Duties and Responsibilities

- Supports the decisions of the Chiefs and Board of Directors in a positive manner;
- Clerical duties including but not limited to general filing, word processing, sending digital and physical correspondence, mailing packages, data entry/processing, general customer service;
- Greet visitors and vendors;
- Answer front door and direct visitors to appropriate staff;
- Monitor security cameras and general security of the building;
- Answer, receive, place and route phone calls, and direct messages as necessary;
- Assist with electronic patient care report billing review process;
- Assist with billing collections;
- Assist with payroll processing;
- Assist in processing invoices and collecting internal payment forms;
- Receive, sort and direct packages and mail, process packing slips;
- Assist in filing personnel certifications, collecting and archiving documents;
- Manage the loan closet;
- Assist with the intake process for new personnel;
- Assist in managing and purchasing general office supplies;
- Perform scheduling duties;
- Schedule, coordinate and communicate meetings with Management;
- Assist Management with data entry, report and document development;
- Complete regular reports for Management;
- Communicate with staff, vendors, visitors and customers on behalf of Management;
- Draft documents, take minutes, organize notes and collect data;
- Assist in coordinating CPR and other Training programs;
- Enroll students in CPR training classes, send out reminders, and certificates;
- Assist in managing record archives in accordance with record retention policy;
- Communicate regularly with leadership staff to appropriately address issues;
- Other duties as assigned

### Minimum Qualifications

#### Education & Experience

- High School Diploma or GED required;



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- 2 Years of customer service and/or clerical experience required;
- Business or related college education desired;
- Previous experience in bookkeeping and/or payroll desired;
- Medical terminology and/or medical billing knowledge desired;
- Knowledge of EMS Operations desired.

#### Necessary Knowledge, Skills and Abilities

- Must be able to work independently;
- Ability to problem solve and recommend solutions;
- Must possess strong communication skills, oral and written;
- Must possess excellent interpersonal and customer service skills;
- Must be able to read and write the English language;
- Microsoft Word, Excel and PowerPoint proficiency is highly desired;
- Must be able to operate a personal computer, printer, calculator, copy and facsimile machines, telephone, radio, and software systems as necessary to complete essential functions.

#### Physical Demands

- Physical Abilities: Must be able to walk up and down stairs; Must be able to retrieve wheelchairs, walkers, canes, crutches and other medical devices from storage; Must be able to sit or stand for extended periods of time. Must be able to lift and move objects weighing up to 40 pounds.
- Fine Motor Skills: Must be able to perform normal office skills for answering phones, directing calls, recording messages, writing, entering data to computer systems, enabling switches.
- Vision: Must be able to clearly read and understand English words and numbers on digital screens; Must be able to monitor security cameras and multiple computer screens.
- Hearing: Must be able to hear and understand information provided over the phone and spoken in a busy office environment;
- Speech: Must be able to speak and enunciate clearly and at a level audible to others in normal conditions; must be able to speak clearly in stressful situations; must be able to verbally communicate with visitors, vendors, patients, families and staff.

#### Disclaimer

The Chief reserves the right to waive any of the minimum qualifications set forth above, and consider any other qualifications or combinations that, in the Chief's opinion, will serve as an adequate substitute for those minimum qualifications.