



HAMBLEN COUNTY

EMERGENCY COMMUNICATIONS DISTRICT

JOB POSTING – Administrative Assistant

October 4, 2023

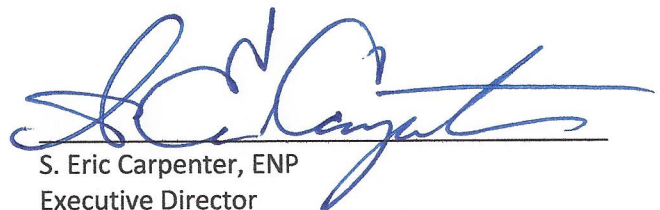
12:00

NOTICE: The Hamblen County Emergency Communications District is seeking applicants for the position of Administrative Assistant. This is a full-time, non-exempt position that reports to the Executive Director.

This position has administrative, financial, human resource, and records related responsibilities as well as providing secretarial/clerical support for the District. Major duties include: preparation of monthly, quarterly, and year-end financial statements, preparing and reconciling revenue and expenditure statements, processing invoices for payment, assisting with annual budget preparation, processing payroll and deductions (such as insurance, benefits, etc.), maintaining employee benefit files, assisting with requests made by the public and client agencies in accordance with the Tennessee Public Records Act, and performing various data entry functions. A detailed job description is attached.

The starting salary begins at \$49,000.

Anyone interested in applying for this position should notify the ECD Administrative Office in writing no later than 19 October 2023. Applications may be found on our website at www.hamblen911.org.

A handwritten signature in blue ink, appearing to read "S. Eric Carpenter", is written over a horizontal line. Below the signature, the text "S. Eric Carpenter, ENP" and "Executive Director" is printed in a standard black font.

S. Eric Carpenter, ENP
Executive Director

HAMBLEN COUNTY EMERGENCY COMMUNICATIONS DISTRICT

POSITION DESCRIPTION

Title: Administrative Assistant
Organization: Hamblen County Emergency Communications District
Division: Administration
Date: February 24, 2023
Classification: Non-Exempt

JOB SUMMARY

The Hamblen County Emergency Communications District (ECD) provides Next Generation 9-1-1 (NG-911) services for Hamblen County, Tennessee and the City of Morristown, Tennessee as well as dispatch services for the Morristown Police Department, Hamblen County Sheriff's Department, Morristown Fire Department, Hamblen County Volunteer Fire Departments (4), Morristown-Hamblen Emergency Medical Service, Morristown Emergency Rescue Squad, Emergency Management Agency, Walters State Community College Campus Police, and other public safety services as applicable.

The Administrative Assistant assists the Executive Director and other administrative staff through the performance of administrative / secretarial work associated with providing support and processing information / documentation relating to the Hamblen County Emergency Communications District. These duties are to be performed in alignment with the organizations mission and include annual reporting and customer / client satisfaction processes.

REPORTING RELATIONSHIP

The incumbent reports to the Executive Director of the Hamblen County Emergency Communications District. Additionally, subordinate direction should be taken from the Deputy Directors and administrative assistance and support is to be provided to supervisory staff as needed.

AUTHORITY

The incumbent works under general direction from the Executive Director and exercises no supervision over administrative, operational, or technical staff.

MAJOR DUTIES/TASKS

The following duties and tasks are listed in no particular order or rank; they are all essential to job performance:

Administrative

- Provides secretarial/clerical support for the District.
- Processes a variety of documentation associated with District operations, within designated timeframes and per established procedures.
- Acts as liaison with other government departments/divisions, state/local agencies, professional individuals/groups, the public or other individuals/agencies in matters pertaining to District programs or operations.
- Coordinates communications and conveys information among District personnel.

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- Performs reception functions; answers telephone calls and greets visitors; ascertains nature of business, directs callers/visitors to appropriate personnel, and records/relays messages; initiates and returns calls as necessary.
- Performs customer service functions; provides information/assistance regarding District services, activities, procedures, fees, or other issues; distributes forms/documentation as requested; responds to routine questions, complaints or requests for service; initiates problem resolution.
- Coordinates calendar activities for the District, to include planning/scheduling appointments, meetings, interviews, or other activities; updates calendar on a regular basis; communicates with individuals scheduled for appointments/meetings as appropriate.
- Aids in reviewing, maintaining, and revising written directives.
- May coordinate travel arrangements, accommodations, conference registrations, or other travel-related plans for District staff.
- Plans and coordinates arrangements for meetings of various boards, committees, or other groups/individuals.
- Attends meetings as required.
- Gathers various information, data, reports, and/or files as requested.
- Compiles statistical data relating to District programs or operations and makes applicable calculations.
- Prepares/generates reports for submission to District staff and/or to outside agencies; maintains records.
- Processes incoming/outgoing mail; sorts, organizes, opens, and/or distributes incoming mail; signs for incoming packages; assembles materials for large mail-outs; prepares outgoing mail for pickup.
- Types, drafts, prepares, or completes various forms, reports, correspondence, lists, purchase orders, budget documents, work orders, meeting minutes, legal notices, charts, graphs, or other documents.
- Receives various forms, reports, correspondence, invoices, budget documents, inventory records, policies, procedures, maps, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
- Operates a computer to enter, retrieve, review or modify data; performs data entry functions by keying data into computer; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, accounting, email, or other programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.
- Maintains file system of District files/records; prepares and sets up files; sorts/organizes documents to be filed; files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents.
- Maintains library of books, publications, news articles, or other resource materials for use by District staff; maintains computerized reference database.
- Conducts research functions as needed.
- Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or updating District manuals/documentation.

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- Communicates with supervisor, employees, other Districts, vendors, customers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
- Maintains confidentiality of District documentation and issues.
- Assists the Executive Director in revising policies, procedures, and training documents as applicable.

Records

- Ensures that training and compliance records are accurate and maintained appropriately.
- Assists the Executive Director with requests made by the public, client agencies, and other entities in accordance with the Tennessee Public Records Act.
- Ensures that all National Crime Information Center / National Law Enforcement Telecommunications System, and Tennessee Information Enforcement System (NCIC / NLETS / TIES) records are maintained in accordance with policies set forth by the Tennessee Bureau of Investigation and the US Department of Justice.
- Produces and/or reproduces official records for court proceedings and/or other needs.
- Assists in preparing and presenting data to the Hamblen County Emergency Communications Board.
- Records and transcribes meeting minutes.
- Prepares and distributes meeting notices, agendas, minutes, packets or other meeting materials; maintains records; coordinates scheduling and setup of meeting rooms up for various meetings/activities.
- Performs notarization of documents as needed.

Equipment

- Utilizes office equipment and aids in maintaining such in an operational state.
- Assists the Executive Director in planning for replacement of office equipment.

Financial

- Aids in the administration of financial resources and revenue.
- Oversees, coordinates, and prepares monthly, quarterly, and year-end financial statements such as consolidated financial report, statements of revenue and expenditures, and ECD budgets.
- Maintains financial information system data, records, and approved expenditures and prepares receivables.
- Processes requests for reimbursement.
- Monitors and reports on reserve funds.
- Prepares, reconciles, and audits accounts, budgets, revenue, and expenditure statements and contracts.
- Ensures compliance of transactions with relevant federal and state rules, regulations, and procedures.
- Prepares and completes special projects upon request.
- Processes purchasing documentation; prepares purchase orders; verifies completeness of information and assigns to proper budgetary account.

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- Processes invoices for payment; matches invoices with statements or other backup documentation; verifies receipt of goods/services; reviews invoices for accuracy; makes calculations and researches discrepancies.
- Disperses funds as appropriate; ensures proper receipts/documentation of expenditures; balances account and requests reimbursements as needed.
- Receives money and records or posts transactions.
- Prepares bank deposits and forwards as appropriate.
- Assists in balancing revenues, accounts, bank statements, or other records.
- Assists in preparing the Hamblen County ECD's annual budget.
- Monitors inventory of District equipment, forms, or supplies; ensures availability of adequate materials to conduct work activities; initiates requests/orders for new or replacement supplies.

Human Resources

- Processes payroll and payroll deductions each pay period on items including insurance, benefits, and garnishments; maintains personnel records and files; tracks leave usage and accruals.
- Performs the following duties as Benefits Administrator:
 - Participate in monthly conference calls and webinars with the State of Tennessee
 - Provides pertinent information to employees regarding updates and/or changes in health benefits
 - Completes training as required
 - Oversees maintenance of employee benefits files
 - Updates employee payroll records
 - Serves as contact for plan vendors and third-party administrators

Training

- Complies with the training, certification, and recertification requirements set forth by the ECD; including, but not limited to National Crime Information Center / National Law Enforcement Telecommunications System, and Tennessee Information Enforcement System (NCIC / NLETS / TIES) certifications, computer aided dispatch and related technologies, mapping systems, accounting and human resources (HR) software and systems, Tennessee Open Records Act requirements, and liability issues.
- Meets the performance expectations set by the ECD and/or prescribed standards.
- Takes advantage of opportunities for personal and professional development / training to stay abreast of new technologies, methods, and processes.

Other

- Encourages and aids in team engagement / motivation / building.
- Maintain personal competency by identifying and completing developmental and training opportunities.
- Perform other related tasks, as required and/or as assigned.

The duties/tasks listed in this document are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this position.

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SKILLS, KNOWLEDGE AND ABILITIES

Listed below are minimum skills, knowledge, and abilities required for successful job performance:

- Knowledge of the goals and objectives of the Hamblen County ECD.
- Knowledge of applicable Hamblen County policies and procedures.
- Knowledge of all applicable County and City ordinances, State and Federal laws, and judicial rulings that may affect the operation of the Hamblen County ECD.
- Knowledge of geographic areas of Hamblen County and surrounding areas.
- Knowledge of the principals and practices of administrative services, accounting, financial controls, budget development and administration.
- Knowledge of public meeting protocols and requirements, minute preparation, dissemination, and retention.
- Knowledge of employee benefits programs, pension plans, and insurance policies.
- Knowledge of confidential records management and retention programs and regulations.
- Skill in bookkeeping and accounting, financial reporting and analysis, file management, and recordkeeping.
- Skill in Microsoft Office, Word, Excel, Outlook, Access, and database management.
- Skill in evaluation, audit, and/or assessment of data using established criteria.
- Skill in accessing data, drawing statistical inference, projecting actual or probable consequences and to identifying / selecting alternatives.
- Skill in ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principals of fractions; and the ability to interpret graphs.
- Skill in reading, comprehending, and interpreting a broad range of complex written materials.
- Skill utilizing verbal and written communication.
- Skill utilizing customer service / public relations techniques when responding to inquiries and complaints.
- Skill in interpersonal relations, exercising independent judgment, and in establishing and maintaining effective working relationships.
- Ability to ascertain facts by personal contact, observation, and the examination of records.
- Ability to use all job related equipment.
- Ability to protect the safety of self and others in the performance of required duties.
- Ability to tolerate high levels of stress.
- Ability to establish and maintain an effective working relationship with the other county, city, and state officials and federal authorities, the public and other employees.
- Ability to train subordinate personnel, as applicable.
- Ability to establish and maintain effective working relationships with peers and supervisors.
- Ability to think strategically.
- Decision making skills.
- Communication skills, both oral and written; ability to give clear verbal and written instructions.
- Organizational skills.
- Computer skills.
- Leadership, management, problem solving, and interpersonal skills.

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JOB REQUIREMENTS

- Must be a U.S. Citizen.
- Must demonstrate the ability to read, comprehend, speak, and write English.
- Must possess a valid Tennessee Drivers' License, with no recent (within seven years) record of suspension and no criminal history.
- Must strictly comply with all applicable laws, regulations, ordinances, policies, procedures, General Orders, and/or other stated requirements.
- Must submit fingerprints to the Tennessee and Federal Bureaus of Investigation as part of the application process.
- Must be of good moral character as determined by thorough investigation background check.
- Must meet the department's standards for appearance and grooming.

MINIMUM EDUCATION AND WORK EXPERIENCE

The ideal candidate should possess:

- 2 year college degree in Business or Office Administration or closely related field.
- 3 years related experience involving secretarial work, office administration, customer service, record management, personal computer operations, basic bookkeeping, or any combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for the position.

The Hamblen County Emergency Communications Board reserves the right to waive any or all of the above minimum education and work requirements if the Board members agree that a candidate has had experience and training that provide the same required skills, knowledge and abilities.

All candidates shall undergo a background investigation process which includes reference checks and a criminal history review.

TOOLS AND EQUIPMENT USED

The incumbent may be required to use tools and equipment such as (but not limited to) a telephone, computer, word processing software, vehicle, emergency response radio, cell phone, and/or pager, as applicable.

PHYSICAL AND MENTAL HEALTH REQUIREMENTS:

This position may require the incumbent to continually use hands, fingers, and to talk and hear. The incumbent may also be required to frequently sit, and/or reach with hands or arms. Additionally, the incumbent may be required to occasionally stand, walk, drive, climb or balance, kneel, crouch or crawl, and/or taste or smell.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Specific hearing abilities required by this job include the ability to perceive and understand sounds as well as active listening with thoughtful intention.

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Specific speech abilities required by this job include the ability to use clear speech and proper diction and enunciation for understanding in normal conversation.

The incumbent may experience stress ranging from low to high and must be able to cope in a safe manner with stressful situations, emotional callers, irate responders, and unprofessional contacts. Under unusual circumstances, the incumbent may be required to perform duties at or near the scene of any emergency.

PERFORMANCE

The incumbent shall submit to a Quality Assurance / Quality Improvement program which will evaluate employee compliance with policies and standards for the purpose of delivering high quality, uniform service to the public and our client agencies. Employees are subject to corrective and/or disciplinary action for violations of policy. Such actions, fairly and consistently applied, are associated with employee performance and may include loss of privileges, certifications, or employment.

The incumbent may be required to rotate shifts, and work overtime as the need arises, may have to answer subpoenaed appearances in court to testify in the prosecution of individuals charged with misdemeanor or felony offenses, which may occur on the individual's day off or before and/or after a regularly scheduled work shift, and may be subject to on-call contact after working hours. The work environment characteristics described are representative of those an incumbent may encounter while performing the duties/tasks of this job. Typical job duties/tasks are generally performed in an office type environment. However, in the event of an emergency with potential major consequences, work may be performed in both indoors and outdoors and the incumbent may be required to perform duties in inclement or severe weather conditions; tasks may be performed from a vehicle or on foot, as applicable.

COMMUNICATIONS

The incumbent communicates with emergency response personnel, other departmental personnel, and the general public continually and with the courts, federal, state, and local agencies, and special interest groups frequently.

EMPLOYMENT ENVIRONMENT

The ECD encourages and promotes career growth and individual development of its employees. The ECD is an Equal Opportunity Employment provider and prohibits discrimination based on that person's race, color, religion, creed, gender, age, national origin, disability, marital or veteran status, sexual orientation, or any other prohibited basis under federal or state law. The ECD conforms to Tennessee's 'Employment-at-will' doctrine and complies with all applicable federal, state, and local labor law. Job descriptions for all positions are periodically reviewed at the direction of the Board of Directors and are updated accordingly to reflect changes and/or advancements in the field of public safety telecommunications.

SELECTION GUIDELINES:

- The employee will be selected by the Executive Director and in compliance with the hiring practices of the Hamblen County Emergency Communications Board for this position.

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- The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as needs of the employer and requirements of the job change.
- This position will be filled based upon an assessment of needs by the Hamblen County Emergency Communications Board.

Personnel Committee Approval: <i>Deputy Chief Chris Wisecarver, Chairman</i>	Effective Date: 6 February 2023
Board Approval: <i>Robert D. Laney, Chairman</i>	Revised Date: 24 February 2023