

**Interior Region EMS Council  
Position Description**

**GENERAL ADMINISTRATIVE ASSISTANT**

**DESCRIPTION:**

Under the direction of the Executive Director, Training Coordinator and Fiscal/Business Operations Manager, performs a variety of general administrative support services and special projects in the areas of general clerical services, support to the Board of Directors, support to the American Heart Assoc. Training Center, word processing, filing, meeting and other event scheduling and support, keeping calendars, database management, assisting with web page maintenance, spreadsheets, answering phones, making appropriate referrals, researching and providing background materials as required, copying documents, and preparing drafts for monthly reports and miscellaneous correspondence. Acts as the primary point of initial contact for phone calls and visitors. Assists the Fiscal/Business Operations Manager, Executive Director and other senior staff in specific duties as requested.

**DUTIES:**

1. Performs a variety of administrative services, including: work processing; database maintenance, spreadsheet maintenance, keeping calendars for principals, and non-training event scheduling and meeting arrangements.
2. As the primary point of contact for the office, answers phones, greets and assists callers and visitors and makes appropriate referrals to staff.
3. Receives and is responsible for the disposition of all incoming mail. Logs and posts to accounting system incoming point of sale payments and receipts not related to point of sale activities.
4. Assists in composing routine correspondence as needed, handles routine clerical matters, reviews and proof reads staff correspondence and reports. Assists Fiscal/Business Operations Manager and other staff members in checking for compliance with rules, regulations and administrative procedures, and other similar tasks.
5. Under supervision of Fiscal/Business Operations Manager and other senior staff, maintains and keeps current the general administrative paper and electronic filing systems, archived files, and their guidelines and indexes, ensuring indexes include all other filing and record systems in the office, maintains and keeps current all corporate databases and postal and electronic mailing lists; maintains the master forms files.
6. Under the supervision of the Fiscal/Business Operations Manager, conducts point of sale activities with customers following established rental and sales procedures. Ensures that necessary information is obtained from sales and rental customers, generates point of sale invoices as necessary and receives and posts point of sale payments.
7. Provides support to the Membership and Board of Directors including assisting with travel arrangements and accommodations, and compiling materials, notes and other records, and other required support functions for meetings.
8. Under the supervision of the Training Coordinator, provides administrative support to the AHA

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Training Center functions which include issuing and controlling cards, maintaining class database and instructor files, reporting, etc. in accordance with AHA policies and guidelines.

9. Assists the Training/Resources Administrative Assistant with support, coordination and promotion of annual symposium. Assists with the rental equipment maintenance as needed.
10. Provides support to other staff and other duties and staff functions when requested.

**REQUIRED EDUCATION, KNOWLEDGE AND EXPERIENCE:**

1. Graduation from high school or equivalent.
2. A minimum of one year of full time office experience, or equivalent, including one year in providing the full range of clerical services in an office.
3. Demonstrated strong organizational skills in such areas as organizing and maintaining computer and paper files and organizing a variety of short and long term tasks.
4. Two years of experience with common business software including word processing, spreadsheet, database, web browsing, email, etc.
5. Demonstrated strong written and oral communication skills.
6. Demonstrated ability to independently prepare complete concise reports and correspondence.
7. Demonstrated ability to communicate and work effectively with others.
8. Experience in organizing and providing administrative support to meetings.
9. Must be able to lift and carry 50 pounds unaided.

**PREFERRED EDUCATION, KNOWLEDGE AND EXPERIENCE:**

1. Professional office and/or file management training.
2. Two or more years of full time office experience, or equivalent, including one year in providing the full range of clerical services in an office.
3. Experience with and knowledge of emergency services in Interior Alaska, particularly Emergency Medical Services.
4. Experience with the following computer software products: Microsoft Access, Excel, Front Page, Outlook, Publisher and Word, Google applications, and accounting software such as Peachtree/Sage, Quickbooks or similar.
5. Possesses a current Alaska driver's license free of violations that would preclude insurability with IREMSC insurance policy.
6. Familiarity in the operation and maintenance of EMS equipment.

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