

Union County, South Carolina

Job Description

Department: Emergency Medical Service

Job Title: Administrative Assistant

A03 \$26,794.71-\$37,618.46

GENERAL STATEMENT OF JOB

Under the general supervision of the EMS Director, performs routine to moderately complex clerical work in the overall operations of the Union County Emergency Medical Services Department. Performs related work as assigned. Reports to the EMS Director.

Essential job Functions

Greet and assist clients in a professional manner.

Handle incoming and outgoing communications, including phone calls, emails, and mail.

Perform general office tasks, such as filing, photocopying, and scanning documents.

Perform data entry tasks, including inputting, updating, and maintaining company records and databases.

Develop and maintain file systems

Attend meetings as required

Maintain employee personnel and medical files.

Marketing and Communications – Social media management

Maintain confidentiality and handle sensitive information with discretion.

Performs related duties as required.

Qualifications

High school diploma or equivalent. Proven experience in an office environment.

Proficiency in MS Office Suite (Word, Excel, PowerPoint) and data entry software.

Familiarity with Health Insurance Portability and Accountability Act 1996, HIPAA.

Must possess excellent organizational and time management skills with the ability to prioritize tasks effectively.

Strong attention to detail and accuracy in data entry and record-keeping.

Exceptional communication skills, both written and verbal.

Proactive and self-motivated with the ability to work independently and as part of a team.

Flexibility and adaptability to handle changing priorities and deadlines.

Ability to work under pressure in a face paced environment

Professional appearance and demeanor

Customer service-oriented mindset

Have or obtain Notary Public within one year of employment.

Ability to maintain confidentiality and handle sensitive information with discretion.

WORKING CONDITIONS (Physical/Mental Demands)

With or without reasonable accommodation, requires the physical and mental capacity to perform effectively all essential functions. In addition to other demands, the demands of the job include:

Maintaining composure in dealing with authorities, executives, clients, staff and the public, occasionally under conditions of urgency and in pressure situations.

Required ability to handle multiple tasks concurrently.

Regular computer usage.

May be required to use county owned vehicle for the performance of duties.

Regular talking and hearing.

Occasional walking, reaching with hands and arms, stooping kneeling, crouching and crawling.

Frequent lifting and/or moving up to 10 pounds and occasionally up to 25 pounds.

Close vision, distance vision, and ability to adjust focus.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgement: Exercises analytical judgement in areas of responsibility. Identifies issues or situations as they occur and specifies decision objective. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgement.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such as instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly/ Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date