

<b>Position Title:</b>	Ambulance Fee Administrative Assistant	<b>Grade Level:</b>	II
<b>Department</b>	Emergency Services	<b>Date:</b>	March 1, 2025
<b>Reports to:</b>	Finance & Administration Manager	<b>FLSA Status</b>	NE

**Statement of Duties:** The employee is responsible for assisting with the collection of Ambulance and Fire Fees as directed by the Finance & Administration Manager. The employee provides support to management and staff by performing a variety of office tasks, including clerical duties, data management, scheduling, and communication with clients, visitors, and vendors. This role requires strong organizational skills, attention to detail, and the ability to manage multiple tasks effectively. The employee is required to perform all similar or related duties, including back-up duties as required by the Emergency Services Staff.

**Supervision Required:** Under general supervision, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to ensure that completed work and methods used are technically accurate and that instructions are being followed.

**Supervisory Responsibility:** The employee, as a regular and continuing part of the job, is not required to supervise any County employees. However, they may be asked to train a seasonal part-time employee to assist with collections during peak periods.

**Confidentiality:** The employee as a regular part of the job does not have access to public information in accordance with the State Public Records Law.

**Judgment:** Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

**Complexity:** The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation. Since this fee involves coordinating efforts and information between a number of different departments, it is beneficial to have working knowledge of internal County operations and personnel.

**Work Environment:** The work environment involves everyday discomforts typical of an office setting. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

**Nature and Purpose of Relationships:** Relationships are constant with county employees, co-workers and the public. The employee communicates departmental practices, procedures, regulations or guidelines. The employee may be required to discuss controversial matters where tact is required to avoid friction and to obtain cooperation/payment of fees.

**Accountability:** Consequences of errors, missed deadlines or poor judgment include adverse public relations, monetary loss to the County.

**Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type 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 the position.*

1. Collects fees (check, money orders, cash or credit card) in accordance with County Commission established policies/guidelines and state regulations; balances daily collection receipts with office activity report.
2. Answers telephone and responds to inquiries from the public.
3. Responds to email inquires from the public.
4. Documents customer accounts with all interaction such as inquires, adjustments, emails etc. in the software system.
5. Update the software system with deed transfers and new homes to ensure billing is accurate for said properties.
6. Conducts an annual audit of the Assessors records to ensure all billing accounts are up to date in the software system for billing purposes including address changes.
7. Manages mail, researches returned mail. Makes address changes and then re-mails the fee bills, statements and all correspondence to customers.
8. Works in collaboration with different departments to obtain information needed to process fees or deposit funds.
9. Responsible for preparing and depositing funds collected.
10. Utilizes the proper software and procedures to ensure fees are collected and recorded per state code.
11. Contacts customers as needed for past due bills and for processing liens on property for unpaid ambulance fees.
12. Provides a daily summary of activities performed to the Finance & Administration Manager.
13. Working knowledge of database and terminology for the Assessor and Tax Departments.
14. This position is the person responsible for maintaining the entire program, and may be supplemented by a seasonable part-time employee.
15. Other duties as assigned by the Finance & Administration Manager.

## **Recommended Minimum Qualifications**

**Education and Experience:** Position requires a High School Degree or equivalent, and up to (1) year of experience; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

### **Knowledge, Abilities and Skill**

**Knowledge:** Common policies, practices, and procedures of collection functions; working knowledge of collection and cash receipts. Working knowledge of personal computers and office software in support of department operations and collection of money.

**Abilities:** Ability to work independently and be self-motivated, interact effectively and appropriately with the public and other personnel, perform multiple tasks, and ability to work with numbers and cash in an accurate manner.

**Skills:** Proficient computer skills including Microsoft Word and Excel, basic mathematical skills, recordkeeping and clerical skills, organization skills; proficient written and oral communication skills. Outstanding interpersonal skills and attention to detail required.

### **Physical and Mental Requirements**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.*

**Physical Skills:** Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, crouching, and standing. The employee is occasionally required to lift objects such as ledger books, photocopy and computer paper.

**Motor Skills:** Duties are largely mental rather than physical. The position requires minimal motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, typing and/or word processing, filing and sorting.

**Visual Skills:** The employee is required to routinely read and interpret documents for understanding.