



Office Manager Job Description

Job Title: Fire Department Office Manager

Department: Fire Department

Reports To: Fire Chief and/or Deputy Fire Chief

FLSA Status: Non-Exempt, Hourly

Salary: \$23.18/hour

Job Summary:

The Fire Department Secretary provides comprehensive administrative and clerical support to the Fire Chief, Deputy Fire Chief, and department personnel. This role ensures efficient office operations, maintains accurate records, assists with scheduling, manages payroll schedules for shift personnel, and facilitates communication within the department and with external agencies. The ideal candidate is highly organized, detail-oriented, and capable of handling confidential information with professionalism.

Essential Duties & Responsibilities:

- **Administrative Support:** Perform general administrative duties, including answering phones, responding to emails, and directing inquiries to the appropriate personnel.
- **Correspondence & Records Management:** Prepare and maintain department correspondence, reports, and other official documents. Ensure proper filing and retention of department records, including personnel files, training records, and incident reports, in compliance with state and federal regulations.
- **Payroll & Scheduling:** Manage payroll schedules for fire personnel, including tracking and processing time for 24-hour shift rotations, overtime, vacation, sick leave, holidays and comp time. Ensure payroll submissions are accurate and timely.
- **Purchasing & Inventory Management:** Order and maintain inventory of office supplies, fire station essentials, and specialized department equipment as needed. Process purchase orders and track expenditures to ensure compliance with the department's budget.
- **Budget & Financial Processing:** May assist in monitoring department expenses, processing invoices, tracking purchase orders, and maintaining financial records for budgetary review.
- **Scheduling & Calendar Management:** Coordinate and schedule meetings for department leadership.
- **Public & Interdepartmental Liaison:** Serve as a liaison between the fire department, city officials, vendors, and the public, ensuring efficient communication and customer service.
- **Grant Assistance:** Support the Fire Chief and Assistant Chief with grant application requests and work with city administration for grant funding for department needs.
- **Additional Duties as Assigned:** Provide direct support to the Fire Chief and Assistant Chief, handling any additional administrative or operational needs to ensure the department runs smoothly.

Required Skills & Qualifications:

- High school diploma or equivalent; associate degree in business administration or related field preferred.
- Minimum of four (4) years of administrative or clerical experience, preferably in a municipal setting.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and payroll/timekeeping systems. Other programs as required with training.
- Strong understanding of shift-based payroll cycles, particularly for 24-hour emergency service rotations.
- Excellent verbal and written communication skills.
- Strong organizational skills, attention to detail, and ability to multitask in a fast-paced environment.
- Experience handling confidential and sensitive information.
- Knowledge of fire department operations and emergency services terminology is a plus.

Work Environment & Physical Requirements:

- Work is primarily performed in an office environment within the fire station, with occasional exposure to emergency response activities.
- Prolonged periods of sitting at a desk and working on a computer.
- Frequent use of standard office equipment, including computers, telephones, printers, and filing systems.
- Occasional lifting and carrying of office supplies or documents up to 25 lbs.
- May require occasional travel to meetings, training sessions, or city events.
- Ability to communicate effectively in person, over the phone, and via written communication.

Knowledge, Skills, and Abilities:

- Knowledge of management techniques, supervisory practices, and evaluation methods.
- Ability to demonstrate a basic understanding of the principles and methods of governmental funding, budget presentation, and monitoring.
- Ability to effectively analyze and resolve problems.
- Ability to make effective verbal and written presentations.
- Ability to establish and maintain effective working relationships with department staff, elected officials, community organizations, other agencies, and the general public.
- Ability to expertly perform job duties with or without reasonable accommodations.

This job specification should not be construed to imply that these requirements are exclusive standards for the assignment. The Office Manager will comply with any other instructions, direction, and perform any other related duties as may be required by the Chief and/or Assistant Chief.

The Bedford Fire Department is an Equal Opportunity Employer. Employment is based on qualifications, merit, and business needs.