
R & R - CLASS TITLE: ADMINISTRATIVE ASSISTANT

212.1 DEFINITION

Under general supervision, performs work in supporting the administrative and operational functions of the Belvidere Fire Department within an Illinois municipal government environment. Serves as the primary point of contact for routine administrative inquiries; maintains department calendars and attendance/leave records; prepares reports, correspondence, and official documents; supports grants and reimbursements; assists with public records administration and documentation; and completes general office tasks. Provides clerical and administrative support to staff, assists with public-facing communications, and ensures accurate recordkeeping consistent with applicable policies, retention requirements, and public transparency obligations. Completes required training and professional development. Performs related work as needed.

212.2 DUTIES AND RESPONSIBILITIES

These include but are not limited to the following:

1. Serves as the primary point of contact for administrative inquiries; performs reception duties; greets visitors, answers phones, routes requests, and provides general information consistent with department policies.
2. Maintains department calendars and scheduling (meetings, events, training, deadlines); tracks vacation, leave, attendance, and related documentation as assigned.
3. Maintains training/credential documentation and related records as assigned.
4. Prepares, edits, and formats official correspondence, memoranda, reports, forms, and other department documents; ensures accuracy, completeness, and professional presentation.
5. Assists with grants, reimbursements, and reporting requirements, including assembling required documentation and maintaining supporting records.
6. Completes basic accounting/administrative finance tasks as assigned, which may include accounts payable support, invoice tracking, purchase documentation, expenditure logs, and maintaining supporting records.
7. Processes requisitions/purchase documentation and tracks approvals per City policy.
8. Creates and maintains spreadsheets, presentations, databases, and other work products using modern office software and cloud-based platforms.
9. Records retention / Local Records Act support: Supports records management and retention practices consistent with City procedures and applicable Illinois law; maintains organized files and document control; assists with retention schedule compliance and records inventories as assigned; and coordinates authorized disposition documentation and approvals. Ensures records are not destroyed when a

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- FOIA request, audit, investigation, or litigation hold is pending or anticipated; routes hold issues to supervision.
10. FOIA / public records support: Receives, date-stamps, routes, logs, and tracks FOIA/ public records requests to the designated FOIA Officer (and/or City Clerk/legal counsel as applicable); assists in gathering potentially responsive records from department files/systems; organizes records for review and production; coordinates copying/scanning/electronic delivery; and maintains documentation of search/production activities consistent with City procedures. Final determinations regarding exemptions/redactions and release are handled by the designated FOIA Officer and/or legal counsel.
 11. Attends meetings as assigned; takes accurate notes, prepares and compiles minutes, and tracks follow-up items; assists with the assembly and distribution of meeting materials and routine posting/filing needs consistent with applicable requirements.
 12. Supports department communications and public information activities as assigned, which may include maintaining website content, coordinating routine updates, assisting with media releases, and preparing public-facing materials.
 13. Performs general administrative duties and special projects as assigned (mail distribution, scanning, copying, inventory of office supplies, forms management, and similar tasks).
 14. Maintains professional conduct and appearance; interacts courteously and effectively with staff, other City departments, partner agencies, and the public.
 15. Completes assigned tasks in a timely manner; maintains accuracy and attention to detail; communicates status and issues appropriately.
 16. Performs related work as needed.

212.3 KNOWLEDGE AND SKILLS

Considerable knowledge of office procedures, clerical practices, and administrative support functions. Working knowledge of, or ability to learn, processes supporting FOIA/public records requests and municipal records retention/disposition requirements, including accurate tracking and documentation practices. Skill in preparing, proofreading, and editing a variety of correspondence, reports, and official documents. Ability to organize schedules, coordinate meetings, maintain accurate logs and records, and manage multiple priorities. Proficiency with computer systems, cloud-based platforms, and modern office software (word processing, spreadsheets, presentations, calendars, email, shared drives, and document management tools). Ability to learn department-specific systems and procedures.

Strong interpersonal and customer service skills; ability to communicate professionally with coworkers, visitors, partner agencies, and members of the community. Ability to comprehend and follow written and oral instructions; prepare clear written materials; maintain accuracy and attention to detail; and exercise sound judgment in handling sensitive or confidential information. Ability to work independently, prioritize effectively, and meet deadlines in a busy office environment with frequent interruptions.

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212.4 SPECIAL REQUIREMENTS

1. High degree of organization, accuracy, and attention to detail.
2. Professional, courteous demeanor; strong customer service orientation.
3. Ability to learn new software, workflows, and departmental procedures quickly.
4. Comfortable using and learning cloud-based platforms and other digital tools.
5. Ability to use approved productivity tools (including AI-assisted tools) consistent with City policy, confidentiality, and records requirements.
6. Must possess a valid driver's license if travel or driving is required for assigned duties.

Administrative Assistants with the Belvidere Fire Department must be able to:

- (a) Accept constructive criticism in a mature and professional manner.
- (b) Communicate effectively with staff, other City departments, and the public.
- (c) Handle sensitive information with confidentiality and discretion.
- (d) Function professionally under deadlines and in a variety of office environments.
- (e) Maintain focus and accuracy while managing multiple tasks.

Furthermore, the Administrative Assistant must have the ability to:

- i. Understand and respond accurately to written and oral instructions, inquiries, and requests.
- ii. Act calmly, courteously, and decisively while providing administrative support under time constraints.
- iii. Handle situations firmly, tactfully, and impartially.
- iv. Express oneself professionally, clearly, and concisely—both orally and in writing—and record information completely and accurately.