



JOB DESCRIPTION

JOB TITLE	Operations Coordinator
DEPARTMENT / PROGRAM AREA	Paramedic Services
REPORTING TO	Paramedic Services Chief
EFFECTIVE DATE	January 2022
SALARY	Band 3

JOB SUMMARY

Under the general supervision of the Paramedic Services Chief, the Operations Coordinator provides executive and administrative support to the Chief of Paramedic Services. Uses judgement and considerable discretion to work within broad policy limits defined by the Chief of Paramedic Services to support the department.

JOB DUTIES AND RESPONSIBILITIES

- Responsible for ensuring departmental adherence to DNSSAB vision and values and to administrative policies and procedures are maintained;
- Provide administrative guidance and direction to staff throughout the department with regards to policies and procedures on behalf of the Chief;
- Assist and represent the Chief of Paramedic Services' office as first point of contact for all internal/external inquiries/problems regarding the department as they arise based on the broad knowledge of policies, procedures, programs, and services;
- Work co-operatively with a variety of internal/external groups to achieve the objectives of the department;
- Compose reports and various other correspondence; undertake varied special of confidential administrative tasks as may be assigned by the Chief of Paramedic Services;
- Take dictation and transcribe handwritten notes;
- Act as co-ordinator for the purchasing process with the department, monitoring expenditures to budget;
- Monitor incoming telephone calls, visitors, public enquiries and/or complaints, responding with required information and/or directing same to applicable source;
- Review incoming reports, mail and other correspondence, exercise considerable discretion in replying to, or initiating action on correspondence related to routine matters not requiring the personal attention of the Chief of Paramedic Services;
- Act as administrative liaison within and outside of the department;

- Identify, recommend and implement changed in administrative procedures in the department. Assist staff with the implementation, assessment and refinement of new procedures as necessary and appropriate;
- Arrange itineraries, assemble appropriate background correspondences/information for face to face and virtual meetings;
- Review minutes of all Committees attended by the Chief of Paramedic Services ensuring that established priorities are addressed;
- Responsible for all travel arrangements for the Chief of Paramedic Services, and to ensure that all departmental travel requests received proper authorizations and all expense claims are processed to the Finance Department;
- Provide information to the CAO's office, Board Members and external partners as directed;
- Supervise and direct administrative staff;
- Assist with the completion of performance appraisals, salary reviews and discipline documentation in accordance with Collective Agreements;
- Assist with the management representative role in the Grievance Procedure;
- Maintain attendance records, annual vacation schedule, etc. for direct reports to the Chief of Paramedic Services;
- Assist as necessary with the selection of prospective staff;
- Responsible for control and maintenance of an effective filing and information retrieval system;
- Maintain Policies and Procedures Manuals for Paramedic Services Department;
- Delegate clerical work as necessary within the Office of the Chief of Paramedic Services;
- Orient new staff/student placements; ensure training and development of clerical staff, provide ongoing technical direction and evaluation as required;
- Responsible for maintenance of adequate office supplies and to authorize purchase orders within budget amounts;
- Develop and maintain a thorough working knowledge of DNSSAB Policies, procedures and manuals and with all applicable provincial legislation;
- Perform other related duties as required.

As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.

QUALIFICATIONS

- Successful completion of post-secondary diploma in Administrative Assistant or a related field;
- A minimum of five (5) years of secretarial experience in a similar organizational setting;
- Demonstrated ability related to microcomputer software and administrative functions (i.e. files maintenance, word processing, computerized spreadsheet applications, presentations, information input and retrieval);
- Computer literacy utilizing MS Office software applications is required;
- Understanding of emergency services specific requirements both locally and provincially, specific to best practices;
- Demonstrates organizational understanding and leadership;
- Demonstrates interpersonal skills in dealing with public, staff, stakeholders and political partners/Board members;
- Ability to communicate in both French and English is considered an asset;
- Flexibility of hours and location of work may be required;
- Valid Ontario Driver's license and a reliable and insured vehicle for use on the job.