



26 N. Center Street, Rexburg, ID 83440 • (208) 359-3010

Madison Fire Department Job Description for

EMERGENCY SERVICES NATIONAL ACADEMY (ESNA) OFFICE ASSISTANT

(not to exceed 19.5 hours/week; \$12-15/hr. DOE)

GENERAL PURPOSE

The role of the Emergency Services National Academy (ESNA) Office Assistant is to support the academy, Dean, Program Director, faculty, and students. The Office Assistant does this by performing a variety of general office and clerical duties.

SUPERVISION RECEIVED

Direction and instruction from the ESNA Dean and Program Director.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES

- ✓ Greet the public and provide a professional image of the academy
- ✓ Respond in a courteous and effective manner to requests from the public, other agencies, and fellow employees through incoming phone calls and emails and direct these communications to the appropriate person
- ✓ Assist with tasks from the ESNA Dean and Program Director

PERIPHERAL DUTIES

- ✓ Adequately perform all other duties assigned in appropriate association to this job
- ✓ Perform all other assignments given

MINIMUM QUALIFICATIONS

Education and Experience:

- ✓ High school diploma or GED equivalent

- ✓ Two years of office experience in the essential duties listed above, or any equivalent combination of education and experience and training which provides the knowledge and abilities necessary to perform the work

Necessary Knowledge, Skills and Abilities:

- ✓ *Thorough knowledge of:*
 - Computer operation and general office equipment (general to advanced skill)
 - Windows Operating System and Microsoft 365 (especially Word and Excel)
- ✓ *Ability to:*
 - Type 60 wpm (minimum)
 - Perform varied tasks utilizing skills in typing, computers, data entry, and general clerical procedures
 - Be organized, detail-oriented, accurate, complete and professional in all work performed
 - Multitask
 - Follow detailed verbal or written work instructions
 - Communicate effectively in verbal and written forms, with a knowledge of interpersonal communication skills and telephone etiquette
 - Quickly learn and be proficient in using job-related software applications
 - Be diligent and efficient in completing tasks while unsupervised
 - Demonstrate integrity, ingenuity and creativity in job performance
 - Learn new skills as required
 - Develop/maintain effective working relationships with fellow employees, supervisors and the public
 - Work part-time hours
- ✓ *Skill in operation of the listed equipment*

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

- ✓ Associate's degree in office administration
- ✓ Experience working at an educational institution or fire department
- ✓ Advanced computer and office equipment skills
- ✓ Ability to work under pressure and in stressful circumstances
- ✓ Multitasking experience and ability
- ✓ Memory for details and verbal instructions
- ✓ Certified in, or have a working knowledge of, Structural or Wildland Firefighting and/or EMS

SPECIAL REQUIREMENTS

- ✓ Must possess, or be able to obtain by time of hire, a valid Driver's License
- ✓ No felony convictions or disqualifying criminal histories within the past seven years
- ✓ Must be able to read, write and speak the English language
- ✓ Must meet insurability requirements of department insurance carrier

TOOLS AND EQUIPMENT USED

Computer, telephone, printer, copier, scanner, fax machine, calculator, vehicle, and other equipment as needed

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that are encountered or must be met by any employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Tasks are performed in a typical office setting with appropriate climate controls and require a variety of physical activities not generally involving muscular strain. Common eye, hand, finger, leg and foot dexterity exist. The employee is frequently required to sit, bend, stand, walk, go up and down stairs, reach with hands and arms, occasionally lift up to 50 pounds, and operate a computer keyboard and mouse in performing the essential functions of the position. The employee must have sufficient speech and hearing abilities to be able to discern verbal instructions and communicate effectively in person and by telephone. Close vision, distance vision, depth perception, and the ability to adjust focus are abilities required to perform the functions of this position. Emotional stability and discriminating thinking are required for dealing with the public.

The duties listed above are intended only as illustrations of the various types of work 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.

This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.

All department employees work in a drug- and tobacco-free environment.

Enacted by: Corey R. Child Chief	Date Enacted: January 2026 (supersedes all other job descriptions to this date)
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Employee Signature

Date