



Township of Douro-Dummer Job Description

POSITION TITLE: Administrative Assistant, Fire and Emergency Services

DEPARTMENT: Fire and Emergency Services

REPORTS TO: Fire Chief / Manager of Emergency Services

DATE REVISED: October 2025

Pay Range: 2025 schedule \$28.83-\$33.92

POSITION SUMMARY

Reporting to the Fire Chief / Manager of Emergency Services, the Administrative Assistant for Fire and Emergency Services is the primary administrative support person for the Fire Chief. In co-ordination with the Fire Chief / Manager of Emergency Services is responsible for preparing for potential emergency situations through emergency planning, training, and public education. While this role primarily supports the Fire Chief, Deputy Fire Chief, Fire Department and Emergency Management activities, the position may support other members of the management team, as needed and approved by the Fire Chief.

RESPONSIBILITIES

Administrative Support – Fire and Emergency Services:

- Act as the first line contact for the Fire & Emergency Services Office through direct contact, phone calls, email or software-initiated requests.
- Engages in general office tasks include but are not limited to scanning, photocopying, printing, filing, typing, data entry, and relaying messages.
- Liaises with Township staff and external providers on any matters related to Fire and Emergency services.
- Responds to fire services and fire permit inquiries from the public, residents, colleagues, other departments, or agencies.
- Drafts and reviews correspondence, contracts, reports, and files as directed by the Fire Chief or Deputy Chief
- Assists with departmental procurement

- Prepares invoices for fire-related services.
- Maintains filing system for correspondence and related materials in accordance with Municipal Records Retention By-law
- Maintains fire and emergency databases using FirePro2 software to track incident details, inventory, attendance, and pay.
- Create content for social media, township website and electronic sign media
- Organizes and participates in approved fire and life safety related events for the public and other organizations including interactive fire prevention presentations to schools and other groups.
- Receives, records and assigns approved fire-related inventory.
- Assists in co-ordination of volunteer firefighters for special events or other purposes.

Emergency Management:

- Participates as part of the designated Municipal Control Group
- Participates as an alternate CEMC
- Submits approved annual compliance documents to Emergency Management Ontario.
- Ensure that all resources required in the Municipal Operations Centre are available for emergency purposes.
- Attend Peterborough City/County Emergency Preparedness Committee meetings as directed by the Fire Chief
- Assists in development and implementation of departmental plans (community risk assessment) under direction from the Fire Chief or Deputy Chief

Other Duties:

- Assists in developing advertising, promotional materials, and public notices for placement in newspapers and other publications.
- Assists with special events that are held with the goal of promoting the Township for economic and other purposes.
- Provides back up to the front counter when the Receptionist or other staff are not available by responding to telephone inquiries, relaying messages, receiving payments and routing calls to the appropriate person.
- Assist with general municipal administration as approved of by the Fire Chief or Deputy Fire Chief
- Ensures the confidentiality of all information in accordance with the Municipal Freedom of Information Officer.
- Participates in matters relating to Health & Safety Program(s), Adheres to the Occupational Health and Safety Act and the Township Health and Safety Policy.
- Responds to medical emergencies or other emergencies as requested by the Fire Chief or Deputy Fire Chief during regular business hours

- Performs other related duties as required.

SUPERVISION:

This position does not supervise others

WORKING RELATIONSHIPS

Internal:	Fire Chief Township Staff	Management Team Firefighters
External:	Local Schools Contractors General Public Media Outlets	Various Provincial Ministries Vendors External Emergency Service Agencies

KNOWLEDGE, TRAINING AND QUALIFICATIONS

The incumbent must have proficient knowledge of the following (or the willingness and ability to obtain):

- Post-secondary education in an Administrative, Fire or Emergency Management related field or equivalent work experience.
- Successful completion of the Municipal Administration Program is preferred.
- Successful completion of the CEMC and BEM is preferred.
- Successful completion of Public Information Officer and Fire and Life Safety Educator is preferred.
- Knowledge of FireSmart programs
- First Responder, AED and BLS training and experience preferred
- Excellent knowledge of personal computers and associated software, with word processing experience.
- Experience working with GIS and FirePro software would be an asset.
- Valid class “G” driver’s license in good standing.

KEY PERFORMANCE COMPETENCIES

- Excellent organizational and administrative skills, demonstrating attention to detail and accuracy
- Customer service acumen

- Analytical and problem-solving skills
- Ability to work independently as well as part of a team
- Visual and mental concentration to multitask in an open office environment
- Excellent oral and written communication skills
- Ability to prioritize tasks
- Capable of developing and maintaining cooperative/collaborate working relationships both within and outside of the organization
- Time management skills and ability to work under deadlines/stress

WORKING CONDITIONS

Typical climate-controlled office environment with standard weekday office hours. Work activities require visual and mental concentration for intermediate durations of time. Concentration may be consistently interrupted by phone calls, fire calls, co-workers and members of the public. Extended periods of time spent keyboarding and working on a computer. Occasional exposure to fire station or fire call environments. Occasionally required to work evenings and weekends to assist with events. Occasional lifting and carrying of items weighing less than 50 lbs (i.e. office supplies).

Please note: The above statement reflects the general details considered necessary to describe the principal functions of the job identified and shall not be considered as a conclusive description of all work required in the position. This job description may be subject to change to meet organizational, resident or operational requirements.

Reviewed by:

Employee

Date

CAO

Date