YORK REGIONAL EMERGENCY MEDICAL SERVICES INC.

Position: Administrative Assistant
Reports To: EMS Chief
Employees Supervised/Directed: None
FLSA: Non-Exempt
Created: January 1, 2011
Revised: January 1, 2014

General Duties and Responsibilities:

- Answers in-coming telephone calls, takes phone messages, answers customer questions and promotes the programs and services offered by the Company through telephone interaction.
- Computes, prepares, and mails invoices to customers.
- Maintains and updates customer mailing lists and databases to assure lists are free from errors and as complete and comprehensive as possible.
- Assists the EMS Chief in all matters related to human resources, including employee benefits and processing of new hires.
- Processes subscription program data and payments.
- Retrieves mail from, and delivers mail to, the post-office when requested to do so.
- Maintains all professional requirements as outlined below, as a condition of employment.
- Displays professional conduct while acting on behalf of the Company.
- Ensures the cleanliness of assigned work-space.
- Completes an electronic time card to indicate dates/hours worked; falsification of the employees' electronic time card will be grounds for immediate dismissal.
- Completes other duties as assigned by the EMS Chief.
- Is able to work at all company locations/stations.

Physical Requirements: Position requires incumbent to stand, walk, bend, twist, sit, kneel, climb, balance, reach, push, pull and grasp. The position may also involve driving or riding in an automobile and exposure to inclement weather. The incumbent must successfully pass a medical evaluation and urine drug screening administered by a qualified occupational health provider (at the cost of the employer).

Professional Requirements: The incumbent must hold an unexpired/unrestricted Pennsylvania (or equivalent) class C drivers' license, possess a high-school diploma or GED, and be at least 21 years of age. The incumbent must be well versed in the use of the Microsoft Office Suite. An associate's degree in business administration, accounting, or a related field is also preferred.

ACKNOWLEDGMENT

I, _____, have read this position description in its entirety and I fully understand the expectations, requirements and hazards associated with this position. I understand that the job description and duties are subject to change at the discretion of the Company. I also understand that if employed by the Company, I am employed as an at-will employee and that the Company or I may terminate the employment relationship at any time, without notice, for any lawful reason.

_____ _____

Signature of Incumbent Date