



Fire Support Technician

General Information

Classification Code:	MGTTCCH
Effective Date:	July 1, 2023
Pay Grade:	B22
FLSA Status:	Non-exempt

Position Summary

The Fire Support Technician is responsible for performing technical paraprofessional functions in support of department goals, objectives, strategies, and policies. Maintains calendars and the scheduling of regular and special events and/or other activities. Maintains various files and records. Collects data and prepares various types of correspondence. Performs related duties as assigned.

Classification Characteristics

The Management Support Technician is the first level classification in the Management Support series. This is a paraprofessional level classification. Management Support Technicians focus on how to carry out the operations of a process specified by higher level positions. It has a choice as to how and when the operations are carried out, but not as to what operations constitute the process. Management Support Technicians are differentiated from Management Support Specialists as the responsibilities of the higher-level classification are more specialized and require a thorough understanding of applicable practices and procedures.

Essential Duties

The duties listed below are a typical sample; position assignments may vary.

- 1 Maintains confidential medical billing and files in compliance with HIPAA regulations.
- 2 Verifies and enters information into billing software, accurately codes various services, and prepares billing and other account invoices.
- 3 Uses various collection methods to settle accounts by phone or correspondence to maximize collection of past due accounts. Processes uncollectible accounts.
- 4 Reviews, posts, and balances financial transactions. Reviews and audits various transactions and records for accuracy and adherence to guidelines.
- 5 Answers questions and provides information to customers, other employees, and the public over the phone and in person. Evaluates and investigates department related issues, disputes, and complaints.
- 6 Compiles data and prepares reports as requested.
- 7 May order and receive materials and supplies.
- 8 Performs other duties of a similar nature or level.

Functional Specific Responsibilities

Emergency Medical Services (EMS) – Provides liaison support to Eugene Springfield Fire's 3rd party ambulance billing vendor and Fire Management. Provides missing information to vendor for timely billing for transport services. Responds to patient requests for information. Provides and maintains records of statistical and financial transaction and provides backup support to current billing activities.

Functional Specific Responsibilities
Fire Administration Support – Prepares personnel action forms, audits time between scheduling and timekeeping software, and responds to employee inquiries about recording time. Supports accounting by processing accounts receivable and payable, purchase card reconciliation, and petty cash transactions. Prepares department conflagration reimbursement packets for submission to OSFM and preparation of Standby invoices.

Qualifications
Minimum Qualifications: <ul style="list-style-type: none"> Specialized or technical training beyond high school, and 2-3 years of progressively responsible support experience.
Licensing/Certifications: <ul style="list-style-type: none"> N/A
Technology Skills: <ul style="list-style-type: none"> Accounting and billing software — PeopleSoft; ImageTrend Billing Bridge Calendar and scheduling software — CrewSense Cloud-based data access and sharing software — Microsoft OneDrive Internet browser software — Microsoft Internet Explorer; Web browser software Medical software — Epic Systems Hot technology; Medical procedure coding software; MEDITECH software; Wisconsin Physicians Service Insurance CMS Secure Net Access Portal C-SNAP Office suite software — Microsoft Office software (Microsoft Windows, Microsoft PowerPoint, Microsoft Excel, Microsoft Outlook, etc.)
Knowledge Required: <ul style="list-style-type: none"> Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources. Administrative — Knowledge of administrative and office procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and workplace terminology. Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Economics and Accounting — Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data. English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. Medicine — Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities for the purposes of ambulance billing coding. Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
Skills: <ul style="list-style-type: none"> Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times. Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions. Coordination — Adjusting actions in relation to others' actions. Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems. Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action. Reading Comprehension — Understanding written sentences and paragraphs in work-related documents.

Qualifications	
<ul style="list-style-type: none"> Service Orientation — Actively looking for ways to help people. Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do. Speaking — Talking to others to convey information effectively. Time Management — Managing one's own time and the time of others. Writing — Communicating effectively in writing as appropriate for the needs of the audience. 	
Abilities: <ul style="list-style-type: none"> Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways. Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense. Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events). Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations). Near Vision — The ability to see details at close range (within a few feet of the observer). Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences. Oral Expression — The ability to communicate information and ideas in speaking so others will understand. Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem. Speech Clarity — The ability to speak clearly so others can understand you. Speech Recognition — The ability to identify and understand the speech of another person. Written Comprehension — The ability to read and understand information and ideas presented in writing. Written Expression — The ability to communicate information and ideas in writing so others will understand. 	

Physical Requirements											
Key	None 0% (0 hrs.)	Seldom 1-10% (Up to 1 hrs.)	Occasionally 11-35% (Up to 3 hrs.)	Frequently 36-75% (3-6 hrs.)	Continuous 76-100% (6+ hrs./day)						
	0%	1-10%	11-35%	36-75%	76-100%		0%	1-10%	11-35%	36-75%	76-100%
BODY POSITIONS						PUSH/PULL					
Standing		X				0-10 lbs.			X		
Sitting					X	11-20 lbs.		X			
Walking – Even Surface		X				21-50 lbs.	X				
Walking – Uneven Surface	X					51-75 lbs.	X				
Kneeling	X					76-100 lbs.	X				
MOVEMENTS						ENVIRONMENTAL HAZARDS					
Bending/Stooping		X				Indoors					X
Twisting		X				Outdoors		X			
Crawling	X					Dust	X				
Squatting/Crouching	X					Fumes/Odors/Gasses	X				

Physical Requirements										
Balancing	X					Chemical Agents	X			
Reach – Overhead	X					Biological Agents	X			
Reach – Forward		X				Noise – Low	X			
Reach – Backward	X					Noise – Moderate	X			
Climbing – stairs		X				Noise – High	X			
Climbing - ladder	X					Low Light	X			
USE OF HANDS						Heat	X			
Grasping – whole hand		X				Cold	X			
Grasping – pinch grip			X			Restricted workspace	X			
Fine manipulation/feeling			X			Vibration – whole body	X			
Keyboarding				X		Vibration - extremity	X			
LIFT/CARRY						JOB SPECIFIC				
0-10 lbs.			X			Driving – vehicle/equipment	X			
11-20 lbs.		X				Operate foot controls	X			
21-50 lbs.	X					Seeing			X	
51-75 lbs.	X					Talking			X	
76-100 lbs.	X					Hearing			X	
						Extended work hours		X		

Classification History

2023.06 – Created & adopted

I have reviewed the job description.

Employee: Name _____ **Signature** _____ **Date** _____