
	View Royal Fire Rescue OPERATIONAL GUIDELINES	
Section	ADMINISTRATION	
Subsection	Personnel	O.G. 5.01.12
Title	Duties of Administrative Coordinator	Page 1 of 2

PURPOSE: To outline the duties, responsibilities, and expectations of the Administrative Coordinator within View Royal Fire Rescue.

SCOPE: This guideline applies to the Administrative Coordinator position and the administrative support provided across all divisions of our department, including operations, training, fire prevention, and emergency management.

The Administrative Coordinator works under the direction of the Fire Chief and Management Team, while supporting officers and members as required. This role also interacts with other municipal departments, external agencies, contractors, and members of the public.

POLICY: The Administrative Coordinator provides administrative, clerical, and customer service support to ensure the effective and efficient operation of our department. This role is responsible for coordinating administrative processes, maintaining accurate records, and supporting communication and decision-making across all areas of the organization.

The Administrative Coordinator is a central point of coordination within the department and is expected to exercise sound judgment, discretion, and initiative. The position requires the ability to manage competing priorities, support time-sensitive operational needs, and handle confidential information appropriately.

The Administrative Coordinator will support financial processes, records management, recruitment, training coordination, and reporting requirements, while ensuring alignment with municipal policies, procedures, bylaws, and collective agreements.

PROCEDURE:

- Provide administrative and coordination support to the Fire Chief and Management Team, including preparation of correspondence, reports, agreements, Council materials, and meeting coordination (agendas, minutes, and follow-up).

- Coordinate and maintain departmental administration, including records management, document control, policy updates, forms, distribution lists, payroll processing, time sheets, and departmental statistics, ensuring accuracy and compliance with applicable agreements.
- Coordinate key administrative programs, including recruitment and onboarding, training records and compliance tracking, scheduling and staffing data (Vector), and front-line customer service through phone, email, and in-person inquiries.
- Support departmental operations and logistics by coordinating inspections, permits, public education requests, interdepartmental and external agency requests, equipment purchases and repairs, and general office administration including supply management.
- Administer financial processes, including invoice processing, expenditure tracking, petty cash, budget tracking support, financial reporting, and procurement coordination in collaboration with Finance.
- Support emergency management by maintaining plans and documentation, coordinating training and exercises for staff and volunteers, supporting Emergency Operations Centre readiness, representing the department at regional meetings, and providing administrative support during emergency activations.
- Support corporate and legislative requirements, including preparation of reports to Council and senior leadership, coordination of Freedom of Information documentation, and ensuring compliance with applicable policies, procedures, and privacy requirements.
- Liaise with internal departments, regional partners, and external stakeholders, and perform other related duties as assigned to support the effective operation of our department.

AC Operations:		AC Administration:	
Fire Chief:		Replaces O.G.	N/A
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