



Tahoe Douglas Fire Protection District

JOB DESCRIPTION

JOB TITLE	Administrative Assistant – Fire Board Clerk
DIVISION	Administration
FLSA STATUS	Non-Exempt
SAFETY SENSITIVE	No

DEFINITION

Under close supervision, the Administrative Assistant – Fire Board Clerk performs a variety of general clerical duties including typing/word processing, reception, and phone answering; files and performs errands of an official nature for other office staff. Serves as the first interface with the public during normal business hours and interacts to provide a variety of services as it relates to the fire district.

DISTINGUISHING CHARACTERISTICS

Position performs general reception, support, and record maintenance duties at the direction of the supervisor. As experience is gained, incumbent works more independently within established guidelines. This level is distinguished from higher levels in the Administration Division by the focus on handling primarily routine and/or repetitive day-to-day tasks. Positions at this level are characterized by assignments which can be carried out by following clear guidelines and the availability of supervision in non-routine situations.

REPORTS TO: Administration Division Officer

ESSENTIAL FUNCTIONS

The functions listed below are examples of the work typically performed by an employee in this position. An employee may not be assigned all functions listed and may be assigned functions which are not listed below.

1. Projects a professional, competent and helpful first impression of the District.
2. Acts as the first point of contact receiving and screening visitors and telephone calls. Directs callers to the proper person or personally handles the call; provides information which requires the use of judgement and interpretation of District policies, rules and procedures.
3. Opens and distributes mail, faxes and deliveries; processes outgoing mail.
4. Coordinates the shared calendars for District staff including taking appointments for personnel, monitoring their whereabouts, sending task reminders and following up as needed.
5. Maintains the master District calendar and schedules meetings, appointments and trainings for staff and public.
6. Creates and maintains a variety of correspondence, database information, and other various documents utilizing word processing, spreadsheet, or database software.



Tahoe Douglas Fire Protection District

JOB DESCRIPTION

7. Serves as Fire Board clerk overseeing all aspects of the monthly meeting, board book materials, open meeting law requirements and corresponding record keeping.
8. Processes record requests by compiling data, and preparing reports and summarizing in conformance with predetermined forms and procedures.
9. Maintains records, compiles data, and prepares reports and summaries in conformance with predetermined forms and procedures.
10. Serves as primary clerical support providing secretarial assistance for a variety of meetings including creating/distributing agendas, attending/recording meetings, drafting meeting minutes and completing follow up tasks as needed.
11. Maintains and monitors files, follows-up on due dates, and performs other monitoring functions to ensure timely completion of work.
12. Performs a variety of other clerical duties including, copying and assembling materials, and preparing informational/training packets for special projects such as strategic plans, task books, brochures and flyers.
13. Orders office supplies while working within the budgetary guidelines.
14. Maintains office equipment including copy machines, phones and computers and serves as the liaison between vendors and employees
15. Maintains an organized, efficient and professional work environment.
16. Other duties as assigned.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Fire district rules, policies, procedures, services and programs to be able to explain to the public and employees;
- Principles of providing excellent customer service to the public and to internal customers;
- Telephone and general reception procedures;
- Proper English usage, grammar, spelling, and punctuation;
- Basic office equipment such as postage machines, copiers, and personal computers;
- Basic record keeping, workflow processes; and
- Computer software programs including word processing and spreadsheet software.

Skill to

- Communicate clearly and concisely, both orally and in writing;
- Understand, interpret, and apply policies and procedures;
- Accurately type at a rate sufficient to perform assigned duties (60 wpm);
- Format basic correspondence and reports following instructions and procedural manuals; and
- Maintain accurate files and records.



Tahoe Douglas Fire Protection District

JOB DESCRIPTION

Ability to:

- Protect confidential information pertaining to employees and patients;
- Exercise tact, diplomacy, and independent judgement in the performance of duties.
- Provide quality customer service including the ability to consistently and patiently respond to the public and others in a courteous and respectful manner;
- Provide factual information in person and over the phone consistent with the organization's policies, procedures, and guidelines; clearly, accurately and promptly;
- Resolve issues by listening carefully and/or directing parties to the appropriate personnel;
- Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists;
- To understand political sensitivities and how inter-relationships in the local community can affect the success of fire district efforts;
- Multi-task and adjust priorities rapidly;
- Work effectively with frequent interruptions;
- Produce accurate work in a sometimes stressful environment with frequent deadlines;
- Perform a broad range of clerical tasks following guidelines and instructions with accuracy and speed;
- Proofread and format documents;
- Prepare a variety of general correspondence, legal documents, reports, articles, meeting agendas and minutes;
- Learn and apply general office procedures and policies;
- Interpret a variety of instructions furnished in written, oral, diagram or schedule form;
- Perform basic arithmetic calculations using a calculator such as discounts, interest, proportions, and percentages;
- Complete assigned projects independently and in a timely manner; and
- Establish and maintain effective working relationships with employees, supervisors, vendors, and the public.

Experience and Training:

Any combination of training, education, and experience that would provide the required knowledge, skills, and abilities. A typical way to gain the required knowledge, skills, and abilities is:

- High school diploma or equivalent; two (2) years of customer service experience in a dynamic and demanding industry; two (2) years of general clerical experience performing a variety of office clerical tasks, including the use of a computer. Proficient with Microsoft Suite, Gmail and HR software is desirable.

Required Certifications and Licenses:

All required certifications and licenses must be maintained and current throughout duration of employment.

- Typing certificate at a minimum of 60 WPM;



Tahoe Douglas Fire Protection District

JOB DESCRIPTION

- Possess and maintain a valid driver's license;
- Completion Incident Command Systems (ICS) IS-100, IS-200, IS-700, IS- 800 within six (6) months of hire; and
- CPR certification within six (6) months of hire.

Special Requirements:

- Must be 18 years or older
- Must work a 40-hour workweek and be willing to work outside the normal work schedule to accomplish project objectives

PHYSICAL AND MENTAL REQUIREMENTS

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Strength, dexterity, coordination, and vision to use keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references, and other materials. Some reaching for items above and below desk level. Some reaching, bending, squatting, and stooping to access files and records is necessary. The manual dexterity and cognitive ability to operate a personal computer using word processing and databases. The ability to interact professionally, communicate effectively, and exchange information accurately with all internal and external customers. Ability to appropriately handle stress and interact with others, including supervisors, coworkers, employees, and the public. Maintain regular and consistent punctuality and attendance. Light lifting (up to 25 pounds) is occasionally required.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the employer.

WORKING CONDITIONS

Work is performed under the following conditions:

Position functions indoors in an office type environment where most work is performed at a desk. Position may occasionally be required to travel by car to pick up or deliver material. Environment is generally clean with limited exposure to conditions such as dust, fumes, noise, or odors. Frequent interruptions to planned work activities occur.

ACKNOWLEDGEMENT

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



Tahoe Douglas Fire Protection District

JOB DESCRIPTION

employment agreement between the employer and the employee and is subject to change by the employer as the needs of Tahoe Douglas Fire Protection District changes and/or requirements of the job changes.