

**EAST FORK FIRE PROTECTION DISTRICT
JOB DESCRIPTION**



JOB TITLE:	Office Specialist II	FLSA: Non-Exempt
CLASSIFICATION:	Confidential	
DIVISION:	Administration	
REPORTS TO:	Director of Administrative Services	DATE: 05/18/21

POSITION SUMMARY:

Responsible for performing an increasingly higher level of administrative duties in support of District operations, including employee labor relations. This position requires proficiency in the essential functions and does not require close supervision. This is a confidential position.

ESSENTIAL FUNCTIONS:

- Assists general public, customers and staff in person, over telephone and by email; answers inquiries.
- Provides plan review and inspection support; assists customers with plan review portal; identifies plan review status and issues with ability to assist in resolution; calculates and applies accurate fees based on review and inspection type; accurately processes payments and provides information to Finance Division.
- Ensures Outlook notification groups are updated and reflect accurate personnel assignments.
- Ability to answer basic recruitment questions and resolve issues related to District's application portal; under direction, compiles and prints recruitment related applications and associated certifications.
- Under supervision and direction, assists with logistics for internal and external recruitment and promotional processes.
- Coordinate, interpret, compose, edit, track and provide input on various technical documents for internal and external distribution; ensure clarity, completeness, accuracy, consistency, and adherence to special format, policies, and procedures.
- Performs data entry of fire and emergency response data; updates and maintains data; records and enters information into State and national databases; runs reports.
- Processes volunteer firefighter applications; provides information to applicants; maintains and updates all personnel files.
- Initial point of contact for volunteers and volunteer applicants; act as liaison to provide information and application status; assists with volunteer physical notifications and ensures compliancy under NRS.
- Updates station assignments and distributes current station shift list.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

- Assists staff by screening incoming correspondence, calls and visitors; takes messages or refers callers to appropriate staff, may schedule meetings, appointments, rooms, fire stations and assists in coordination of training.
- May serve as staff support to committees: post agendas for public meetings, transcribe meeting notes from recording devices as required, edit materials for clarity, accuracy, format, correct grammar/spelling and ensure adherence to open meeting law policies and procedures.
- Point of contact for Burn Fund applications; ensures completeness and distributes to appropriate personnel for review and approval; coordinates noticing or award distribution.
- Manages training and class signups for career and volunteer personnel.
- Maintains Notary Public and provides Notary Public services.
- Files and maintains EMS narcotic logs.
- Updates and maintains District filing system; catalogs, maintains and ensures security of vehicle titles, and office, station, and vehicle keys; maintains and ensures accuracy of radio log.
- Responsible for coordinating and distributing employee service awards.
- Assist with personnel file management, including retrieving, filing and maintaining documents, in both hard copy and electronic format; familiarity with personnel software and accurately attach electronic employee documents and records; ability to maintain high level of confidentiality.
- Participates in Emergency Operation Center deployment activities and provides administrative support as required.
- Assists and acts in a confidential capacity to management personnel related to labor negotiations and policies.
- Performs a variety of clerical support duties including, copying and assembling materials, collecting and distributing mail, answering phones, assembling and binding reports, faxing/scanning documents, filing, typing, and data entry.
- Point of contact for administrative and station office supplies; monitors, orders and ensures adequate supplies are immediately available.
- Enters and maintains emergency responder training records and runs reports.
- Issues burn permits; provides information and direction in regard to open burning rules and regulations.
- Prepares a variety of general and written correspondence, legal documents, reports, articles, from notes, rough draft and/or verbal/written instructions; may edit material for clarity, completeness, accuracy, consistency, and adherence to special format, policies, and procedures.
- Make travel arrangements in accordance with established policies and procedures; interact with staff to coordinate schedules; interact with vendors to secure reservation and resolve issues as required.
- Performs a variety of duties related to data entry; maintains confidentiality of client information in accordance with HIPAA and relevant NRS regulations.
- Operates a variety of office machinery and equipment; may be required to coordinate service and maintenance of office equipment by working with contracted service vendors.

- Creates and maintains spreadsheets, database information, and other documentation utilizing packaged and custom software packages; may update and/or manage records.
- Possesses knowledge of District's personnel software to assist personnel with basic-level questions and information.
- Provides onsite administrative support during mitigation of disasters; answers incoming calls and requests for information related to emergency situations, road closures, weather conditions, etc.
- Other duties as assigned.
- Represents the Districts with dignity, integrity, and a spirit of cooperation in all relationships with town, community and professional organizations, other fire agencies, district, departments, county, city and state agencies and offices, federal agencies, and other service organizations.

QUALIFICATIONS:

To perform this job successfully, an individual must be proficient at performing each essential duty. Proficiency may be determined by experience, education, or the combination of both. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:

High School diploma or equivalent AND one (2) year of general clerical experience; OR an equivalent combination of education, training and experience as determined by the Director of Administrative Services.

Required Knowledge and Skills

Knowledge of:

- Business arithmetic.
- Correct business English, including spelling, grammar and punctuation.
- Basic record keeping practices.
- Performing detailed office support work accurately.
- The use of specified computer applications involving word processing, data entry and/or standard report generation.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Business letter writing and the standard format for typed materials.
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, often in situations which may be stressful.

Skill in:

- Performing detailed office support work.
- Initiative to take on additional tasks and responsibilities.
- Maintaining accurate office files.
- Composing correspondence independently or from brief instructions.
- Assembling reports, forms and other documents.
- Entering numerical and related information into a computer system with speed and accuracy.

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- Meeting critical time deadlines.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Establishing and maintaining effective work relationships with staff, coworkers, and the public.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

- Nevada Class C driver's license.
- Obtain ICS 100 and ICS 700 within six (6) months of employment.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in both a typical and non-typical administrative support setting, which may include working outside the office environment, as needed, requiring the ability to tolerate some adverse weather conditions and on rare occasions, ability to traverse on uneven ground; ability to use standard office equipment; stamina to sit and stand for extended periods of time; strength and agility to occasionally lift and carry in excess of 25 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

CONDITIONS OF EMPLOYMENT:

1. *Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.*
2. *New employees are required to submit to a fingerprint based background investigation and a drug/alcohol screen. Employment is contingent upon passing the background and the drug/alcohol screen.*
3. *EFFPD participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS, with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered employment must complete Section 1 of the Form I-9 along with the required proof of their right to work in the United States and proof of their identity prior to starting employment. Please be prepared to provide required documentation as soon as possible after the job offer is made.*

I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.

PRINT NAME: _____

SIGNATURE: _____ **DATE:** _____