



Klamath County Fire District No. 1

Job Description

CUSTOMER SERVICE SPECIALIST DISTRICT SUPPORT STAFF I

SALARY: [REDACTED]

DIVISION: Administration/District Support I

FLSA STATUS: Non-Exempt

GROUP: Non-Represented

CLASSIFICATION: Non Management

REPORT TO: Fire Chief

STATUS: Full-Time

LOCATION: Central Fire Station

POSITION OVERVIEW

Under the direction of the Fire Chief or designee, this position provides administrative support to the Fire District. This position provides reception, customer service, and clerical support to the administrative staff, line crews and Division Chiefs. This position requires work to be completed in an accurate, proficient, and confidential manner. This position requires an individual with a positive attitude, professional enthusiasm and a commitment to courteous customer service and teamwork. The position requires flexibility in completing work assignments, ability to prioritize tasks, and ability to work in a fast-paced office environment.

RESPONSIBILITIES AND ESSENTIAL FUNCTIONS

Responsibilities and duties may vary but the essential job duties will include the following:

1. Opens, prepares, and closes office daily.
2. Greets the public in a professional manner and responds to inquiries or routes requests to the appropriate Fire District personnel.
3. Answers multi-line phone, routes callers and provides general information in a professional and efficient manner.
4. Attends Board of Directors and Staff meetings; prepares and/or publishes minutes, agendas, and packets for these meetings.
5. Maintains reception area in a professional and clean manner.

6. Performs assignments that may include creating correspondence and reports, maintaining and updating lists, data entry, formatting, editing, printing, and distributing documents and materials.
7. Creates accurate documents, and edits draft documents and correspondence for accuracy, grammar and spelling.
8. Assists in establishing and maintaining files, lists, forms, and other records.
9. Assists District personnel, including line crews, with day to day administrative needs.
10. Maintains a project tracking process for District personnel, including District Chief Officers.
11. Maintains and orders uniforms and uniform accoutrements such as name tags, badges, passports, helmet shields, etc.
12. Provides support to District's training program and maintains training records.
13. Checks voicemail messages, fax machine, district email, and copier for messages and routes them appropriately. Sends outgoing faxes and correspondence, as directed.
14. Reviews and archives newspaper for articles pertaining to the Fire District.
15. Maintains office equipment in a constant state of readiness and requests repair service, as needed.
16. Processes incoming and outgoing mail and parcels. Opens, date stamps, distributes, or notifies personnel of incoming mail or packages. Prepares outgoing mail and parcels with appropriate postage.
17. Maintains and orders general office supplies and special items.
18. Assists with planning and preparation of District No. 1 meetings, trainings, and events.
19. Schedules and coordinates station visits, public education events, ride-along program, and student intern program.
20. Receives and coordinates response to records requests.
21. Effectively utilizes Microsoft Office, and various District software programs with a high degree of accuracy.
22. Maintains harmonious work environment with coworkers through strong interpersonal skills; shows commitment to policies, goals and objectives of the District.
23. Other duties, as assigned.

SUPERVISORY CONTROLS

The supervisor outlines the overall objectives and priorities, timelines, and the financial and personnel resources available. The employee plans and schedules recurring work, handles problems and completes work using own initiative, exercising judgement according to previous training, experience, and instructions. Work is reviewed from an overall standpoint in terms of meeting objectives, effectiveness, accuracy, and compliance with applicable laws, regulations, policies, and procedures.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, and crouch. The employee must regularly lift and/or move up to 10 pounds and occasionally up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

JOB CONDITIONS

The work schedule is eight (8) hours per day, five (5) days per week for a total of 40 hours. The supervisor assigns the exact schedule. The supervisor can authorize variations of the scheduled 40-hour work week.

Klamath County Fire District No. 1 supports the use of various work scheduling arrangements that are designed to meet the operating and customer service needs of the organization, as per the Flexible Scheduling Policy in the KCFD1 Personnel Policy Handbook. All flexible work scheduling arrangements must contribute to productivity and employee morale. Flexible schedules may include variations in daily beginning and ending work time periods, or a compressed workweek providing those schedules comply with state and federal wage and hour laws. In addition, consideration may be given to modified versions of job sharing, telecommuting and work from home. Occasional evening and weekend work is required for meetings or special projects. Overtime pay or compensatory leave is provided for all hours worked outside the normal 40-hour work week.

It is the attendance standards of the employer that all employees are present and on time each shift they are scheduled to work. Unauthorized full or partial absence during any scheduled shift, arriving late, or leaving early, for whatever reason, may result in disciplinary action up to and including termination of employment. Time off may be approved if allowed by applicable policies covering illness, injury, or other personal emergency.

Job requires extensive use of office equipment including, but not limited to, computers with Microsoft Office, fire-based staffing and reporting programs, internet tablets, telephones, cell phones, copy machines, and fax machines.

This position occasionally requires driving and the use of Fire District vehicles.

The work is performed in a temperature-controlled, well-lit office.

The noise level for this position is usually quiet.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of general office practices and procedures and considerable knowledge of office recordkeeping, preferably with a special district, emergency service, or other governmental or non-profit organization.

Ability to maintain confidentiality and professionalism while performing the daily job functions.

Ability to communicate in a courteous personable manner and maintain harmonious work relationships.

Ability to understand and interpret laws, rules, regulations, policies, and procedures.

Ability to organize and prioritize multiple projects.

Excellent keyboarding, vocabulary, spelling, punctuation, and grammar skills.

Ability to learn and remain proficient in proprietary computer programs and shared database systems used by KCFD1.

TRAINING PERIOD

Training and new employee orientation is expected to take approximately 6-9 months for a fully qualified employee to become accustomed to the specialized fire service terminology, processes, and statistical data reporting systems unique to emergency services. The required probationary period for a new employee is twelve months. Upon successful completion of the probationary period of employment, the employee will achieve "regular" employee status.

QUALIFICATION REQUIREMENTS

Consideration will be given to any combination of education and experience that would reflect meeting the qualifications. Equivalent education and certifications from other states or agencies may be considered.

Education

High School diploma or equivalent.

Certifications/licenses

Possession of a driver's license valid in Oregon and maintain a safe driving record throughout the duration of employment.

Experience

Two (2) years' experience in the clerical field, with customer service as a primary responsibility.

Proven success in an office environment with strong customer service skills.

Other

Computer experience with an emphasis in the use of Microsoft Word, Excel, Outlook, PowerPoint; databases; and work in a networked environment.

Ability to type accurately at a minimum of 35 WPM.

PREFERRED QUALIFICATIONS

Education

Associates Degree in Office Systems, or closely related field.

Certifications/licenses

N/A

Experience

Five (5) years' experience in the clerical field, with customer service as a primary responsibility

Proficient at 10-key.

Informational Only

PRE-EMPLOYMENT REQUIREMENTS

Employment for this position is contingent on clearance of the following:

- Pre-Employment Drug Screen
- Background Investigation
- Physical Examination
- Psychological Evaluation

ADA/EEO STATEMENT

In accordance with federal and state laws, Klamath County Fire District No. 1 is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, KCDF1 will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

JOB DESCRIPTION APPROVAL

I concur with the job duties and listed elements as defined in this job description.

Fire Chief Signature

Date

ACKNOWLEDGMENT

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

My signature below confirms I have received and understand this job description and acknowledgement.

Employee Signature

Date