

CAMANO ISLAND FIRE AND RESCUE

FIRE DISTRICT POLICY

Number: 400.091.00

Date: 11/16/21

Area: Personnel

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Subject FIRE ADMINISTRATIVE SUPPORT SPECIALIST-Job Description
Full or Part-time - Non Exempt

REVISED

1.0 Job Description:

1.1 The Fire Administrative Support Specialist for Camano Island Fire & Rescue is an administrative support position with the Fire District. The general purpose of the position is to provide front desk receptionist coverage, data entry/quality control, and administrative support to the command staff and District.

1.2 The position is shared between two part-time employees. The standard work schedule will consist of one employee working two, eight hour shifts per week (16 hours) and another employee working three, eight-hour shifts per week (24 hours). The standard work hours are 8:30 a.m-5:00 p.m., Monday through Friday, for a total of 40 hours per week at the CIFR Administrative Building, 811 N. Sunrise Blvd. Camano Island WA.

2.0 Supervision Received:

2.1 The Fire Administrative Support Specialist reports directly to the Fire Board Secretary and may take direction from the Fire Chief and senior Administration staff.

3.0 Supervision Exercised:

3.1 The Fire Administrative Support Specialist normally does not supervise individuals within the administrative division. There may be times when they will coordinate tasks with personnel working on special projects.

4.0 General Responsibilities:

4.1 Maintains a work schedule as determined by the District Fire Chief.

4.2 Performs front desk reception duties

4.3 Provides clerical support to administrative command staff and program managers as directed.

4.4 Assists with data entry for various Fire District activities and incident response.

4.5 Performs other duties and responsibilities as assigned.

5.0 Specific Duties and Responsibilities:

Replaces:

Reviewed:

Revised: New

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Customer Service-Public

- 5.1 Greet visitors, ascertain nature of business, provide needed information and/or refer to the appropriate person if necessary.
- 5.2 Answer telephones, ascertain nature of call, direct to appropriate person or take and route messages, as necessary.
- 5.3 Answer public email inquiries received from info@camanofire.com.
- 5.4 Receive requests for house numbering signs, collect payment, assemble signs and distribute as appropriate. Order signage supplies as needed.
- 5.5 Distribute Emergency Medical Information (EMI) tubes to the public as requested; EMI Tube assembling and ordering of supplies.
- 5.6 Maintain lobby area in an organized, current, and customer friendly manner.

Fire Incident Reporting Database Quality Control Management

- 5.7 QC all dispatched incidents entered in Fire Incident Reporting DB to include collection and entry of accurate information obtained from various Fire Dept. personnel, maps, and websites.
- 5.8 Maintain a log of incomplete Fire calls and notify appropriate personnel.
- 5.9 Maintain a log of all deleted Fire calls.
- 5.10 Reconcile ICOM dispatch report with Incident Report monthly.
- 5.11 Reconcile National Fire Incident Reporting System (NFIRS) monthly errors reports and make corrections/respond as needed.
- 5.12 Maintain and update daily report sheets for station Spillman screens

EMS Incident Reporting Database Medical Call Quality Control Management

- 5.13 Maintain proficiency in QCing Medical Call Reports in support of Ambulance Billing in a backup capacity for the primary Specialist as requested.

Shipping / Receiving /Supplies

- 5.14 Receive deliveries and notify the appropriate person of delivery. Create packing Slips and schedule/deliver items to shipping centers.
- 5.15 Manage daily mail: sort and distribute appropriately.
- 5.16 Manage Newspapers-ensure delivery, collect/recycle newspapers.
- 5.17 Maintain packing slip files to include filing/retention.

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Finance Support

- 5.18 Receive and receipt money/prepare and make bank deposits. Notify Island County of each deposit.
- 5.19 Receive donations made to the Fire District, maintain documentation, and write thank you notes.
- 5.20 Enter mileage information from each fuel slip for each apparatus into a mileage log spreadsheet.
- 5.21 Reconcile fuel bills monthly.
- 5.22 Reconcile bank statements monthly.
- 5.23 Compile checks and vouchers and file twice monthly.
- 5.24 Maintain volunteer activity sheets for Volunteer Lt. and file originals in Finance Manager's payroll file.

HR Support

- 5.25 Create new employee personnel/medical files and file documents as needed.
- 5.26 Assist with inprocessing/outprocessing employees.
- 5.27 Scan and enter employee certifications and training docs in a digital file.
- 5.28 Work with local clinic to schedule annual flu shots for CIFR personnel.
- 5.29 Set up new accounts in Software systems: Send Login instructions and information for new accounts to new hires.

Admin Support

- 5.30 Maintain Contract file system to include creating files and filing documents.
- 5.31 Coordinate/maintain district vehicle reservation calendar.
- 5.32 Coordinate/maintain district facilities calendar.
- 5.33 Manage CPR class sign ups and payments.
- 5.34 Run errands /order food and other items as needed in support of events and meetings.
- 5.35 Enter Burn Permit information received from Island County into CIFR Burn Permit Google doc.
- 5.36 Assist with compiling Commissioner Board Books and other Commissioner support as requested.
- 5.37 Input and approve HR Database changes for volunteers.
- 5.38 Assist with special projects for all divisions as directed.
- 5.39 Sign up potential volunteer firefighters and disseminate information to appropriate Fire officers.
- 5.40 Coordinates district vehicle online reservation calendar.

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5.41 Maintain Admin Key box

Training Support

5.42 Register attendees at training events; book hotels and transportation as requested by the Training Officer.

5.43 Coordinate registration and signups for Academy, EMT class, and other training events as requested by the Training Division.

6.0 Minimum Qualifications:

6.1 High school or GED equivalency, computer literacy, proficient in Microsoft applications. Experience in database entry preferred. Possess a current Washington State driver's license.

6.2 Must possess the ability, skill, and integrity to manage information, records, reports and situations of a confidential nature.

6.3 Experience with computer Windows based operating system with Word, Excel, Access and other database management

6.4 Ability to operate copier, fax machine and multiline telephone system

6.5 Excellent communication skills, both verbal and written.

6.6 Excellent interpersonal skills. Demonstrated ability to relate well with Fire Commissioners, District Fire Chief, Command Staff Officers, paid and volunteer firefighter personnel and the public.

6.7 Must possess the ability to effectively manage situations related to public questions, complaints, or requests for information.

6.8 Ability to type.

7.0 Physical Requirements:

7.1 Ability to work in an office environment for an extended period of time to include, but not limited to working at a computer workstation and sitting at an office desk, standing behind a counter, standing and operating copy machines.

7.2 Must be able to speak clearly, have visual acuity (corrected), and hear.

7.3 Must be able to use hands and fingers to use normal office equipment.

8.0 Work Environment:

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- 8.1 Generally, work is performed primarily in an open office concept environment with a receptionist work area.
- 8.2 Risks with the work area are minimal and do not exceed normal risks with working around standard office equipment.
- 8.3 Noise levels are usually moderately quiet with occasional radio transmissions of emergency incident notification and information which is audible in the office area.
- 8.4 There may be occasional periods of increased stress during those times of high and/or complex emergency incident alarm and response.
- 8.5 The duties and responsibilities, physical requirements, and work environment outlined herein are intended only as illustration of the various types of work that may be performed and the various working conditions that may prevail. The omission of specific statements of duties or working conditions does not exclude them from this position, if the work is similar, related, or a logical assignment for the position.

Replaces:

Reviewed:

Revised: **New**