

**HURRICANE VALLEY FIRE SPECIAL SERVICES DISTRICT
POSITION DESCRIPTION**

Position Description: Office Specialist I

Starting Wage: \$10.00 - \$12.50

Supervisor: Fire Chief

Position Status: Regular Full-time

FLSA Status: Non-exempt

POSITION SUMMARY

The Office Specialist I position is semi-skilled, routine clerical support work requiring application of general office skills in support of the Hurricane Valley Fire Special Services District. This position requires an individual who possesses excellent organizational skills and the disposition to work well with other department members, local government representatives and the public. The position works under the direction of the District Executive Assistant and answers to the Fire Chief.

ESSENTIAL RESPONSIBILITIES AND DUTIES

1. Provides secretarial support
 - 1.1 Maintains confidentiality about information learned while on the job
 - 1.2 Type and input miscellaneous data into computer
 - 1.3 Maintain files
 - 1.4 Operate multi-line telephone and radio systems to receive and route calls and relay information
 - 1.5 Type reports and other documents as assigned
 - 1.6 Medical bill coding
 - 1.7 Check dispatch records and District reporting systems for reporting compliance
 - 1.8 Operate a variety of office machines and computer programs
 - 1.9 Greet the public and answer or route their inquiries according to District policy and guidelines
 - 1.10 Assist other higher level clerical support staff in performance of their duties
 - 1.11 Assist other staff members as needed
 - 1.12 Make routine mathematical calculations
 - 1.13 Assist in bookkeeping, payroll, or cash handling
 - 1.14 Perform quartermaster duties; order, receiving and issuing uniforms, supplies and equipment

- 1.15 Other duties as assigned
 2. Serves as primary contact for the public
 - 2.1 Receives and interviews office visitors and telephone callers
 - 2.2 Answers questions and provides information where judgment, knowledge and interpretations are utilized, especially in the proper handling of confidential information or files
 - 2.3 Appropriately handles inquiries and complaints by referring callers to appropriate source as necessary
 3. Performs other related duties as assigned by the Fire Chief and/or Executive Assistant.
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HOURS OF WORK

This position is regularly scheduled to work Monday through Thursday from 07:00 AM to 6:00 PM

Attendance at other “after hours” meetings may also be required

This position qualifies for Holiday, Vacation, Sick Leave, Retirement, Insurance and other benefits

MINIMUM QUALIFICATIONS

EDUCATION, EXPERIENCE AND CERTIFICATIONS

Graduation from high school or GED equivalent with some course work in the secretarial sciences; and one year experience in clerical/secretarial work, including experience in the use of word processors. Preference will be given to those that have knowledge of medical billing.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

1. Ability to work without close supervision
2. Posses the ability to concentrate and accomplish tasks despite numerous interruptions
3. Knowledge of department programs, services, and administrative procedures; knowledge of telephone etiquette.
4. Competency in Microsoft Office including word processing, spreadsheets, presentations and desktop publishing software, office equipment usage found in the modern office environment, and the operation of multi-line telephone systems, radios, and computers, skill in the use of business English, grammar, spelling, punctuation, vocabulary, and arithmetic.
5. Must be willing to learn new software programs specifically designed for the fire service

6. Must be physically and mentally capable of developing, implementing and utilizing a records management system including filing documents and records
7. Posses excellent interpersonal skills with the ability to communicate effectively orally and in writing in English with the public, elected officials, department heads and other fire department members
8. Ability to type a minimum of 40 words per minute.
9. Valid Utah driver's license or obtain one within 30 days of hire.
10. Criminal background checks and drug screening are conducted on all District positions. Non-disclosure will result in dismissal.

(General clerical skills to be measured through valid testing methods or through verifiable work experience.)

PHYSICAL DEMANDS/WORK ENVIRONMENT

While performing the duties of this job, the employee is frequently required to sit at a desk, work on a computer, answer telephones, and radio communications stand, talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. This position is subject to exposure to high-stress situations or environments, including contact with the public in confrontational or unpleasant circumstances.

The noise level in the work environment is usually quiet. However, the office area is contained within a fire station and at times the area is subject to dispatch traffic including emergency alert tones, diesel engine noise, sirens, air horns, and other automotive equipment. Most of these noises do not interfere with the work environment and cause little disruption, if any. In addition, firefighters also occupy the facility and perform a number of functions in and around the work area.

The physical demands and work environment characteristics described here are representative of those that must be met or will be encountered by an employee while successfully performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of the specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description is subject to change by the employer as the needs of the employer and requirements of the job change.