

## **OFFICE ASSISTANT**

### Definition

Performs limited bookkeeping and secretarial duties related to the Fire Department operations; assists with burn permits and hazard abatement program; types correspondence, forms and reports

### Supervision Received and Exercised

Works under the supervision of the Fire Chief or designate in the performance of assigned duties.

Supervision is not a normal responsibility of this position.

### Examples of Important Responsibilities and Duties

Serves as receptionist for the District Fire Department office, answering the telephone and greeting visitors; answers routine inquiries of the public and provides forms and documents; provides the general public with pertinent information concerning fire regulations.

Types forms, letter, memos, and also hazard abatement notices to property owners; keeps computer records of parcels noticed and parcels contracted to contractors; posts completions.

Maintains and updates records and information retrieval systems; records and logs invoices, claims, and documents; updates and maintains computerized records and generates reports; may work on special reports, projects and publications.

Prepares correspondence and reports; issues burn permits.

Performs related duties as required for the operation of the Department office, and for the District office, when required.

### Typical Physical Activities

Communicates orally with District management, co-workers and the public in face-to-face, one-on-one settings.

Regularly uses a telephone or radio for communication; uses office equipment such as computer terminals, calculators, copiers and FAX machines.

Sits for extended time periods; hearing and vision within normal ranges. The working conditions are typically moderately quiet, but may be loud at times.

## Qualifications

Knowledge of: Standard office practices, bookkeeping practices, business English, spelling, composition and mathematics; record keeping, report preparations, filing methods and record management techniques;

Ability to: Make decisions in accordance with established policy; use tact and judgment in dealing with the public; type accurately at 35 words per minute; use tact, discretion, initiative and independent judgment within established guidelines; operate general office machines such as copiers, facsimile machines, telephone systems, and two-way radio base stations.

Experience and Training Guidelines: One year of responsible experience in office support and/or bookkeeping work and graduation from high school with course-work emphasis on business skills; or completion of community college or business school secretarial training; or any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job. Desirable: computer experience with work processing, spreadsheets and bookkeeping.