

RANCHO SANTA FE FIRE PROTECTION DISTRICT



INVITES YOUR INTEREST IN THE POSITION OF

Office Support Coordinator

ANNUAL SALARY RANGE

\$51,246 - \$62,290

DEADLINE TO APPLY

July 31, 2020

4:00 PM (PST)

Mail applications to:

P.O. Box 410

Rancho Santa Fe, CA 92067-0410

or delivered in person to 18027 Calle Ambiente, Ste 101 Rancho Santa Fe, CA

Rancho Santa Fe Fire Protection District is an equal opportunity/affirmative action employer.
This agency supports work force diversity. Women and minorities are encouraged to apply.

Rancho Santa Fe Fire Protection District

PO BOX 410
Rancho Santa Fe, CA 92067

Phone: 858-756-5971
Fax: 858.756.4799

THIS IS A NON-SMOKING FACILITY



APPLICATION PROCESS

HOW TO APPLY

All candidates must complete an official Fire District application form. Please mail applications to P.O. Box 410, Rancho Santa Fe, CA 92067.

Application materials may be downloaded from District web-site . No materials may be faxed or emailed.

Applicants with questions can contact:

Karlana Rannals, Administrative Manager via email (preferred) at rannals@rsf-fire.org or phone (858)756-6014.

WE'RE ON THE WEB

www.rsfire.org

THE ORGANIZATION

The Rancho Santa Fe Fire Protection District was formed October 14, 1946 and is organized under the Local Fire District Law of the State of California. The Fire District protects an estimated thirty-eight square miles with a population of approximately 30,000. The Fire District currently operates six fire stations with 57 safety personnel, 4 administrative staff, and 5 staff members in the Fire Prevention Bureau. The current Fire District operating budget of \$17 million is primarily funded through property taxes and a special tax collected by the County. The historic portion of the Fire District consists of primarily estate residential occupancies while the eastern portion of the district is experiencing considerable new growth. The District enjoys a harmonious relationship with the community served.

EMPLOYEE BENEFITS

Retirement

Membership in Public Employees Retirement System (Cal-PERS), plan determined at time of employment

Vacation

10-20 working days annually, based on years of service in District

Sick Leave

8 hours per month. Accumulation of unused sick leave is unlimited. Unused sick leave will be reported to PERS for additional retirement benefits upon retirement.

Health Plan

Group medical and dental is provided by the District and pays up to the cap determined in the employees memorandum of understanding

Deferred Compensation

A deferred compensation plan is available.

MISSION AND CORE VALUES

Mission—To protect life, property, and environment through prevention, preparedness, education and emergency response.

Core Values—We, the members of the Rancho Santa Fe Fire District, declare the following values to be the fundamental principles that define our organization's culture:

Sense of Duty **Appreciation**
Pride **Leadership**
Teamwork **Family**

SELECTION PROCEDURE

All applications received will be screened based on completeness, education, training and work experience. Those applicants possessing the most desirable qualifications for the position will be invited to continue in the selection process.

TENTATIVE SELECTION SCHEDULE

Filing Deadline

July 31, 2020

Oral Interview

August 5 -6, 2020 (Tentative)

Anticipated Start Date

September 1, 2020

AGENCY: RANCHO SANTA FE FIRE PROTECTION DISTRICT
JOB TITLE: Office Support Coordinator – Fire Prevention Bureau
DEPARTMENT: FIRE PREVENTION

BASIC FUNCTION:

Under general supervision of the Fire Marshal, performs a wide range of clerical, reception, and customer service-oriented tasks to coordinate, streamline, and support the Fire Prevention Bureau in advancing the District's Mission is to protect life, property, and environment through prevention, preparedness, education, and emergency response.

KEY RESPONSIBILITIES:

- Act as the Fire District office's primary receptionist and first point of contact for all telephone calls and walk-in traffic. Answer routine questions; take and deliver messages, explain established procedures, processes, and activities, recommend and distribute District brochures and forms, present relevant procedural or technical information that may require interpretive judgment
- Assist members of the public in obtaining Fire District approval/permits for residential or commercial projects and collects applicable fees. Handle any customer dissatisfaction with tact and diplomacy, direct to proper personnel for resolution.
- Compose, revise and publish routine correspondence, reports, memoranda, and other documents using Microsoft Office Suite (Word, Excel, PowerPoint,)) and other custom designed software programs (Fire Prevention Program) with careful attention to details including accuracy, grammar, spelling, and clarity.
- Actively participate in regular staff meetings and record minutes as requested.
- Collect plan check fees and relevant project information for all plans submitted to the Fire Prevention Bureau, route/assign to appropriate plan checker, scan/record plan checker's review notes/comments, notify customer when review is complete via email or telephone, record date of pick-up.
- Schedule appointments for Fire Marshal, Fire Inspectors, Engine Companies and other District resources as needed.
- Collect cash, check and credit card payment for services and prepare/deliver daily deposits. Capture data in accounting program, and forward to appropriate accounting personnel Payable for reconciliation.
- Maintain current and accurate records via electronic filing system; scan documents into database in a timely manner for future review, capture and enter relevant project data for quick retrieval. Make recommendations for improvements to system as needed.
- Compile statistical information and prepare activity reports for the Fire Marshal on a weekly, monthly, and yearly basis as necessary.
- Perform other duties as assigned in a continually evolving, cooperative, and highly team-oriented office environment.
- Point of contact internally and externally for all office machines/phones/fax distribution, etc.

- Knox coordinator for online order approvals and questions.
- Burn permit requests, process for residents and file.
- Send out false alarm notices and maintain false alarm log.
- Maintains office supplies, preliminary packets and other necessary related materials
- iPad programming and maintenance (prevention and engine companies)
- Other duties as assigned
- **NOTE:** Under State law, Title I, Section 3100 of the California Government Code, all government employees are declared Disaster Service Workers who can be called upon in any emergency. As such, employees may be required to perform duties outside their normal job responsibilities.

QUALIFICATIONS:

To perform a job in this classification, the individual must be generally able to perform the essential duties described in this job description. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the specific job.

Knowledge of:

- Basic methods, terminology, and practices of good customer service
- Modern office practices, procedures, and technology

Skills:

- Highly organized, ability to prioritize projects and meet deadlines in a rapidly changing work environment
- Attentive to detail, ability to proofread and edit documents for precision and professionalism
- Demonstrated initiative to identify and implement projects, tasks, or other activities that will further the organization's goals in a reasonable and timely manner
- Ability to support, cooperate and interact with a diverse group of people and ask for assistance from other staff members if needed
- Proficient software skills, including intermediate knowledge of the Microsoft Office Suite (Word, Excel, PowerPoint)

Ability to:

- Provide excellent customer service
- Communicate effectively both verbally and in writing
- Calculate, prepare, and review daily deposits
- Perform advanced, and sometimes complex clerical work
- Collect checks, cash and credit card payments, make accurate change and balance daily cash receipts
- Perform data entry in accounting software and make accurate arithmetical calculations
- Prepare complex statistical reports
- Use spreadsheet and word-processing applications

- Understand and carry out oral and written instructions
- Learn, operate, and master District-customized software applications and District policies and procedures
- Effectively respond to citizen/employee/customer complaints and inquiries

EXPERIENCE AND EDUCATION:

Any combination of experience and education equivalent to the experience and education that would likely provide the required knowledge and abilities that could be qualifying for the position. A typical way to obtain the knowledge and abilities would be:

- Equivalent to the completion of the twelfth grade, supplemented by specialized training in the customer service/clerical/administrative occupational field, and
- 3-5 years of progressively responsible general office, technical, or administrative experience.
- Certified Administrative Professional Certification, desirable

PHYSICAL STANDARDS:

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand and lift up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office and computer equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read information and documents; observe and interpret people and situations; learn and apply new information or skills; perform detailed work; and interact with staff and others encountered in the course of work.

May be required to travel occasionally to various Fire District locations or/to off-site meetings as necessary and as the assignment demands.



RANCHO SANTA FE FIRE PROTECTION DISTRICT

Employment Application

We consider applicants for all positions without regard to race, color, politics, religion, sex, national origin, ancestry, age, sexual orientation marital or veteran status, presence of a disability, or any other legally protected status. Avoid any reference to the above, or response, which would allude to the above. Qualified individuals with disabilities are responsible for informing the Authority at least seven (7) days prior to the final filing date if assistance is needed in completing this application. Resumes may be attached, but they will not be accepted in lieu of this application. Complete the application in its entirety. Omissions may result in a delay or disqualification. Please return application to:

Rancho Santa Fe Fire Protection District, Attn: Karlana Rannals, P.O. Box 410, Rancho Santa Fe, CA 92067-0410

POSITION APPLYING FOR: _____

PERSONAL INFORMATION			
NAME (Last)	NAME (First)	NAME (Middle)	
ADDRESS (Street)	(City)	(State)	(Zip + 4)
EMAIL ADDRESS	18 years of age or over? YES <input type="checkbox"/> NO <input type="checkbox"/>		
TELEPHONE (Home)	TELEPHONE (daytime)		
SOCIAL SECURITY NO. (To obtain certain education and/or training records)			
DRIVER'S LICENSE NO.	STATE	EXPIRATION	

PLEASE ANSWER THE FOLLOWING QUESTIONS		*YES	NO
1. Have you ever been employed by Rancho Santa Fe Fire Protection District?		<input type="checkbox"/>	<input type="checkbox"/>
* If YES, please explain:			
2. Are you related to any employee of Rancho Santa Fe Fire Protection District?		<input type="checkbox"/>	<input type="checkbox"/>
* If YES, please explain:			
3. Are you able to perform the job-related functions of the position you are applying for?		<input type="checkbox"/>	<input type="checkbox"/>
* If NO, please explain:			
4. Have you ever been denied permanent employment, discharged, or forced to resign from any position?		<input type="checkbox"/>	<input type="checkbox"/>
* If YES, please explain:			
5. If hired, can you show verification of your legal right to work in the United States of America?		<input type="checkbox"/>	<input type="checkbox"/>
* If NO, please explain:			

NAME (Last):

EDUCATION AND TRAINING											
HIGHEST GRADE COMPLETED								DID YOU GRADUATE? YES NO GED <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
High School		College		Graduate							
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
NAME AND LOCATION OF HIGH SCHOOL:											
NAME AND LOCATION OF COLLEGE, BUSINESS OR TRADE SCHOOL				DATES FROM: TO:		GRADUATE YES NO		UNITS SEM / QTR		DEGREE / MAJOR RECEIVED	
1.						<input type="checkbox"/> <input type="checkbox"/>					
2.						<input type="checkbox"/> <input type="checkbox"/>					
3.						<input type="checkbox"/> <input type="checkbox"/>					
4.						<input type="checkbox"/> <input type="checkbox"/>					

Do you speak, read or write any language other than English, which may be beneficial to the position for which you are applying?

YES ☐

NO ☐

If yes, what language(s):

THIS SECTION MUST BE COMPLETED EVEN IF YOU ARE ATTACHING A RESUME

List **ALL jobs** you have held in the last **10 years** beginning with your present or most recent employment.

Include active military service, if any, but do not include reason(s) for cessation of military service if applicable.

EXPERIENCE			
EMPLOYMENT DATE From: To:		EMPLOYER	
ADDRESS			
HOURS WEEKLY	TITLE		REASON FOR LEAVING
DUTIES			
SUPERVISOR'S NAME		EMPLOYER'S PHONE NUMBER	May we contact your employer? Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>
EMPLOYMENT DATE From: To:		EMPLOYER	
ADDRESS			
HOURS WEEKLY	TITLE		REASON FOR LEAVING
DUTIES			
SUPERVISOR'S NAME		EMPLOYER'S PHONE NUMBER	May we contact your employer? Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>

NAME (Last):

EXPERIENCE (continued)		
EMPLOYMENT DATE From: To:		EMPLOYER
ADDRESS		
HOURS WEEKLY	TITLE	REASON FOR LEAVING
DUTIES		
SUPERVISOR'S NAME	EMPLOYER'S PHONE NUMBER	May we contact your employer? Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>
EMPLOYMENT DATE From: To:		EMPLOYER
ADDRESS		
HOURS WEEKLY	TITLE	REASON FOR LEAVING
DUTIES		
SUPERVISOR'S NAME	EMPLOYER'S PHONE NUMBER	May we contact your employer? Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe Later <input type="checkbox"/>

CERTIFICATE OF APPLICANT

All answers and statements in this application are true and complete to the best of my knowledge and belief. I understand that untruthful or misleading answers are cause for rejection of this application, removal of name from an eligible list, or dismissal from employment.

I certify that I have read and meet the specific requirements listed on the announcement for this position. I understand that I may be requested to submit proof of qualifications at a later date. If upon checking these, you determine that I do not meet specific requirements, I understand that I will be disqualified.

Rancho Santa Fe Fire Protection District advises all applicants that the District is obligated, per the Immigration Reform and Control Act of 1986, to verify eligibility for employment in the United States. Any offer of employment will be contingent upon the employee being authorized to work in the United States and upon the employee providing appropriate documentation verifying eligibility.

In order that the District may verify the accuracy of the information contained in my application, I hereby authorize any former employer, its employees and representatives, or any person listed as a reference to provide any and all information they deem appropriate regarding my employment, job performance, references, education or training, and criminal history, including a right to obtain any criminal history information. This information may be provided either verbally or in writing. In addition to authorizing the release of any information regarding my employment, I hereby fully waive any rights or claims I have or may have against any former employer, its employees and representatives, or any person listed as a reference, and release any former employer, its employees and representatives, former educational institution, or any person listed as a reference from any and all liability, claims, or damages that may directly or indirectly result from the use, disclosure, or release of such information by any person or party, whether such information is favorable or unfavorable to me.

I am aware that fingerprinting may be required before or after employment. In addition, I am aware that after an offer of employment has been extended, I may be required to submit to a psychological and/or medical examination, which includes a drug and/or alcohol analysis. I also understand that failure to submit to or satisfactorily complete this examination may result in any offer of employment being withdrawn.

I understand that this application is not a contract of employment.

Applicant Signature _____

Date _____

Rancho Santa Fe Fire Protection District is an Equal Opportunity Employer