

RANCHO SANTA FE FIRE PROTECTION DISTRICT



Position Title	Office Support Coordinator
The Rancho Santa Fe Fire District (District)	<p>This is a full-time, non-exempt, non-supervisory position reporting to the Fire Marshal. The successful candidate will perform a wide range of clerical and customer service-oriented tasks. The successful candidate will coordinate and streamline efforts that support the Fire Prevention and Administration departments in advancing the District's mission to protect life, property, and the environment through prevention, preparedness, education, and emergency response.</p>
Duties <i>Under the direct supervision of the Fire Marshal the duties of the Office Support Coordinator may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.</i>	<ul style="list-style-type: none"> • Serve as first point of contact for telephone calls and walk-in traffic. Answer routine questions; take and deliver messages, and explain established procedures. Recommend and distribute District brochures and forms, evaluate requests for information/assistance, and refer to appropriate division or department. • Compose, revise and produce routine correspondence, reports, memoranda, and other documents. • Execute plan review intake, collect plan check fees and relevant project information for all plans submitted to the Fire Prevention Bureau. Route and/or assign to appropriate plan checker, scan plan checker's review notes/comments and plans. Notify customer when review is complete via email and record date of pick-up. • Scan and file accounts payable and payroll documentation. • Update and maintain District organizational chart and various employee rosters. • Actively participate in regular staff meetings and record minutes as requested. • Handle customer dissatisfaction with tact and diplomacy and direct to proper personnel for resolution. • Collect check and credit card payment for Fire District services and prepare weekly deposits. Capture data in accounting program, and forward to appropriate accounting personnel for reconciliation. • Schedule appointments for the Fire Prevention Bureau; schedule annual inspections for the engine companies; and maintain activity and administrative calendars. • Compile statistical information and prepare activity reports for the Fire Marshal on a weekly, monthly and yearly basis, as necessary. • Serve as the Knox coordinator for online order approvals and questions. • Process and file burn permit requests for residents.

Duties

Continued

- Mail false alarm notices and maintain false alarm log.
- Program and maintain prevention and engine company iPads for inspections.
- Maintain community copy room and order office supplies as necessary.
- Distribute daily mail and facsimiles received.
- Point of contact for all office machines, including but not limited to the phone system and postage meter.
- Perform other duties as assigned in a continually evolving, cooperative, and highly team-oriented office environment.

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.

Minimum age of 18 years is required

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
- One to two years of progressively responsible clerical, technical, or administrative experience.

Knowledge and Abilities

- Consistency in providing superior customer assistance.
- Perform a full range of administrative work involving the use of independent judgment.
- Understand the organizational and operational needs of the District and effectively represent the district to outside agencies as required.
- Demonstrate an awareness and appreciation of the cultural diversity of the community.
- Establish and maintain effective working relationships.
- Conduct assignments with discretion; exercise good judgment and maintain confidentiality of sensitive informational records and reports.
- Understand, interpret, and apply general and specific administrative and department policies and procedures.
- Communicate effectively both verbally and in writing.
- Ability to perform advanced, and complex clerical work.
- Perform data entry in accounting software and make accurate arithmetical calculations.
- Using Microsoft Office Suite (Word, Excel, Power Point,) and other custom designed software programs (Fire Prevention Program) with careful attention to detail including accuracy, grammar, spelling, and clarity.
- 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.

<p>Qualifications</p> <p><i>Continued</i></p>	<ul style="list-style-type: none"> • Demonstrate 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 as needed.
<p>Physical Demands and Working Environment</p> <p><i>The conditions described herein are representative of those that must be met by an incumbent to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform, the essential job functions.</i></p>	<ul style="list-style-type: none"> • ENVIRONMENT: Standard office setting with some travel to various locations to attend meetings; extensive public contact; the noise level in the work environment is usually moderate; may be required to travel outside the district boundaries to attend meetings. Work environment is both formal and informal, team oriented, having variable tasks, pace, and pressure. • PHYSICAL: Primary functions require sufficient physical ability to work in an office setting and operate office equipment. CONTINUOUS sitting and upward and downward flexion of neck; side-to-side turning of neck; reaching below the shoulders; fine finger dexterity; simple grasping and repetitive use of hands. FREQUENT twisting at waist; light to moderate finger pressure to manipulate keyboard, equipment controls, and office equipment; pinch grasp to manipulate writing utensils. OCCASIONAL standing, kneeling, climbing, balancing and squatting; bending at the waist; reaching at and above shoulder height; pushing and pulling; power grasping to pick up equipment; may lift and carry objects weighing more than 25 pounds with or without assistance. • VISION AND HEARING: Vision: Must see in order to perform essential job tasks; provide care, keep records, operate a computer, and perform office work; and maintain station and equipment. Hearing: Must hear instructions, radio messages, emergency tones, alarms, and other warning devices sufficient to perform essential job tasks.
<p>Benefits</p>	<ul style="list-style-type: none"> • See Benefits Page
<p>Work Schedule</p>	<ul style="list-style-type: none"> • Successful applicants may be assigned to work a 9/80 or other 40-hour per week schedule. <ul style="list-style-type: none"> ◇ Monday thru Friday 8:00 am — 5:00 pm (subject to change) <p>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.</p>

Application Process

- All applications will be reviewed for completeness and the most appropriately qualified individuals will be invited to continue in the selection process.
 - Completed Fire District Application—Signed
 - Resume
 - Supplemental Questions
 - Driver’s License
- A completed Fire District application, resume, and required documents shall be hand delivered or mailed to the administrative office.
(See Job Flyer for details on address locations)
- Resumes without application will not be accepted
- Postmarks will not be accepted
- The examination process for the position may include any or all of the following components:
 - ◇ Oral Interview
 - ◇ Background Investigation
 - ◇ Drug Test
 - ◇ LiveScan