

Oak Bay Fire Department
Position Description

Position Title:	Fire Clerk
Reports To:	Fire Chief
Position Description Date:	May 27, 2016
Position Classification	CUPE, PG 6

Nature and Scope of Work:

This position provides customer service and varied, and moderately complex administrative, secretarial, and clerical support to the Fire Chief and to the fire department in general. The position also acts as the Alarm Room Operator which includes receiving 9-1-1 emergency calls, operating the fire department radio, and dispatching and communicating with all Greater Victoria Fire Departments.

The incumbent works under minimal supervision and exercises considerable independent judgement to ensure the operations of the department's office are provided efficiently and effectively.

Key Duties:

- Provides excellent customer service to internal and external Fire Department patrons with a particular emphasis on positive and efficient interactions with the public. Coordinates calls for service; receives and responds to telephone, email and counter enquiries from the public, contractors, other departments and outside agencies; provides information, takes messages and directs enquiries to appropriate individuals. Responsible for social media postings under the direction of the Fire Chief or designate.
- Provides support to Fire Department staff leadership team (Fire Chief, Deputy Fire Chief, Assistant Chiefs and the Emergency Program Manager). Tasks include handling sensitive information in relationship to the preparation of letters, memos, agreements, contracts, meeting notes, advertising and promotional materials, and staff reports. Reviews reports for accuracy and makes routine corrections.
- Acts as Alarm Room Operator including receiving 9-1-1 emergency calls, operating the fire department radio, and dispatching and communicating with all Greater Victoria Fire Departments
- Training support involves processing of course registrations, ordering training aids, and maintaining records of departmental training and related expenses. Departmental support entails coordination with staff and external patrons in the processing of oil tank permits/oil tank informational requests, fire inspections, business licences, freedom of information requests, equipment repairs and purchases, and requests for public education presentations.

- Performs a variety of administrative tasks with a focus on record keeping. Administers time sheets and payroll records; prepares and maintains service area records and statistics; assists in the administration of recruitment and new hire procedures; and updates policy manuals, distribution lists and forms. Maintains computerized records.
- Codes and processes invoices; prepares cheque requisitions and conference advance/expense forms; generates financial reports; and maintains petty cash float.
- Schedules and organizes appointments and meetings. This may include arranging for facilities, catering, accommodation, and transportation as required. This will also include the development of meeting agendas, taking and preparing meeting minutes, and follow-up from meetings as required. Attends meetings as required.
- Orders office supplies and other goods and services for the department.
- Operates a variety of office equipment such as a personal computer, photocopier, calculator, facsimile machine and telephones.
- Perform related duties as required.

Required Knowledge, Skills and Abilities:

- Excellent computer skills including keyboarding (60 w.p.m.) and use of MS Office (Word, Excel, Access).
- General knowledge of accounting and payroll.
- Knowledge of executive secretarial work methods and processes.
- Positive interpersonal skills and ability to work co-operatively in a small work team.
- Excellent customer service skills and ability to interact with public in a courteous and effective manner.
- Demonstrated ability to work independently, exercise initiative, organize and prioritize work with considerable tact and diplomacy.
- Ability to communicate effectively verbally and in writing.
- Ability to efficiently take and transcribe accurate meeting notes and minutes, using both handwritten and electronic means.
- Working knowledge of the applicable policies, procedures, regulations, bylaws and collective bargaining agreements which govern departmental activities.

Qualifications and Experience:

Formal Education, Training and Occupational Certification:

- High school graduation. Office administration training (1 year certificate). Current and valid Class 5 B.C. Drivers Licence. Willingness to undertake training specific to position or organization.

Experience:

- Minimum of three years of related experience. An equivalent combination of education and experience may be considered.
- Experience in radio communication preferred

Working Conditions:

Physical Effort:

Sit with arms unsupported while keyboarding (frequent). Receiving of deliveries, some lifting involved.

Mental Effort:

Deal with frequent interruptions, multiple deadlines, complaints (continuous).

Visual/Auditory Effort:

Short periods of listening with intense concentration to questions on the telephone (continuous).

Work Environment:

Working in an office environment within a Fire Hall (secured building. At times working alone. Operating a municipal vehicle for pick up/drop off of equipment or materials (occasional).