



## Upper Pine Fire Protection District

<b>Job Title:</b>	Receptionist	<b>Supervisor:</b>	Fire Chief
<b>Department/Group:</b>	Administration	<b>FLSA status:</b>	Non-exempt
<b>Hours:</b>	24 hours per week, 8:00am – 5:00pm Tuesday - Thursday	<b>Effective:</b>	
<b>Level/Salary Range:</b>	\$20/hour	<b>Revised:</b>	April 2023
<b>Position Type:</b>	Part-time		
<b>HR Contact:</b>	Kim Ruggles		
<b>Employee's Name:</b>			
<b>JOB DESCRIPTION</b>			
<p><b>ESSENTIAL DUTIES:</b></p> <ul style="list-style-type: none"> <li>• Provide administrative support for assigned division such as typing, data entry, and filing</li> <li>• Answer telephones and provide information to callers, take messages, or transfer calls to appropriate individuals</li> <li>• Process burn permit and medical records requests</li> <li>• Finger printing EMT students and the public by appointment</li> <li>• Supply and uniform inventory</li> <li>• Pick up mail daily and distribute</li> <li>• Maintain copier/printers</li> <li>• Perform light housekeeping duties such as kitchen and bathroom maintenance</li> <li>• Dress professionally and maintain a clean and professional work area</li> <li>• May be required to drive in the performance of duties as assigned</li> </ul> <p><b>NON-ESSENTIAL DUTIES:</b> May serve in various acting capacities as assigned or appointed for vacancies, or for employee development; May be assigned to or assist with special projects as directed.</p> <p><b>REQUIRED KNOWLEDGE:</b></p> <ul style="list-style-type: none"> <li>• Administrative support and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures and terminology</li> <li>• Comprehensive knowledge of Department policies, procedures, rules and regulations and programs of the respective division where assigned</li> <li>• Computer and computer software applications related to office and support work such as Microsoft Word and Excel</li> <li>• Filing and record keeping procedures</li> <li>• Customer service and telephone etiquette</li> <li>• Office equipment including computer, printer, scanner, fax machine, telephone, shredder, etc.</li> <li>• Principles and processes for providing internal and external customer services</li> <li>• English language structure including correct English usage, rules of composition, spelling, grammar, and punctuation</li> </ul> <p><b>ABILITIES:</b></p> <ul style="list-style-type: none"> <li>• Anticipate issues and address challenges consistent with the District's goals and mission</li> <li>• Provide information and explain District's specific policies, practices, and protocols when assisting the public</li> <li>• Interpret and apply policies, rules and regulations with good judgment in a variety of situations</li> <li>• Work independently with minimum supervision</li> </ul>			



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- Prioritize to meet the Department's needs
- Listen, read, and understand information and ideas presented through the spoken and/or written word
- Interact tactfully and courteously with Department personnel and the public, providing information and responding to concerns about the respective divisions and/or programs, policies, and functions
- Demonstrate initiative and exercise good judgment in the performance of duties

### REQUIRED SKILLS:

- 12 months of office experience
- Extensive knowledge of Windows based software applications , QuickBooks and Adobe Suite and Outlook e-mail as well as database familiarization
- Excellent organizational and multi-tasking skills
- Excellent time management
- Absolute confidentiality; Follow all HIPAA requirements
- Excellent verbal and written skills
- Effectively utilize appropriate technological systems and processes as it relates to individual job
- Experience with multi-line phone system and intercom
- Experience working with the public desired
- Familiarity or knowledge of the Fire Service desired
- CPR/First Aide certified

### PHYSICAL DEMANDS/WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- While performing the duties of this job, the employee will regularly work inside and behind a desk as well as work outside in various types of weather conditions
- Balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, feeling, talking, hearing, seeing, smelling, and repetitive motions
- Light work: up to 25 pounds to move objects.

### QUALIFICATIONS:

- High School Diploma or GED required
- Valid, current, Colorado driver's license
- Motor Vehicle Report acceptable to insurance standards
- Pass Background Check and Drug Screening
- Written and Verbal competency in English Language
- Notary preferred