



Office Support, Fire

Position Code: 304

Effective: February 2016

Department: Fire

Revised: January 2019, August 2020

Division:

Reports To: Fire Chief

Status: Seasonal Full-Time Non-Union

Direct Reports: None

Indirect Reports: None

Pay Band: 4

Position Summary

Reporting to the Fire Chief, the Office Support, Fire performs general clerical duties in the Fire Department. The main duties and responsibilities of the position are in the areas of department projects and administrative support.

Duties and Responsibilities

1. Department Projects (80%):

- a) Annual update of the Town of Collingwood Emergency Disaster Plan with new changes.
- b) Assist in the organization and implementation of mock disasters.

2. Administrative Support (20%):

- a) Maintain and update database (e.g., Fire House) and manual information filing systems as required, following department procedures.
- b) Support and/or provide back-up to the Administrative Assistant with administrative functions as required, including:
 - (i) Distributing incoming regular and electronic mail, cheques, invoices, etc. and coordinating the flow of information internally and with other departments.
 - (ii) Assisting department staff with coordinating meetings and room bookings.
 - (iii) Responding to Fire services enquiries (in-person, phone and electronic); relaying calls and messages, or directing questions to appropriate staff as necessary.
 - (iv) Compiling data, statistics and other information to support research activities.
 - (v) Booking station tours for visitors and school groups, etc.

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(vi) Receive requests and process burning permits.

Work in compliance with the Highway Traffic Act, Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes and departmental policies/procedures/practices and operational guidelines. Ensure that all necessary personal protective equipment (e.g. safety boots, hard hat, reflective vest, gloves, hearing protection, eye protection, etc.) are used and are maintained in good condition.

Perform other related duties, as assigned, that are in accordance with job responsibilities and/or necessary departmental or corporate objectives.

Knowledge, Skills and Experience

1. Enrolled in a post-secondary Fire, emergency planning, or Public Administration program or related discipline, including business and computer courses, together with six (6) months of related experience.
2. Awareness of municipal government practices and legislation related to the Fire services function.
3. Good administrative, communication, interpersonal, organizational, time management, and public relations skills, together with the ability to use tact and discretion and to deal courteously and effectively with the public and fellow staff members.
4. Ability to multi-task, cope with interruptions and work under pressure to meet multiple deadlines, exercise discretion and good judgment particularly when handling highly confidential/sensitive information. Possess a high level of initiative and personal integrity.
5. Working knowledge of Windows and Microsoft Office applications and office equipment. Knowledge of database management an asset.
6. Valid Class "G" driver's license and ability and willingness to travel within the community as required.
7. Possess a current Criminal Record & Judicial Matters Check (Level 2) with results satisfactory to the employer, and a valid standard first aid & CPR/AED Level C certification (or willing to obtain).

Physical Demands and Working Conditions

Physical Effort: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands require no undue fatigue regarding sitting, standing and walking. Daily tasks may include operating a computer, meetings, training, concentrated attention to detail during report/release writing, analysis of various information and computer work. Individual must operate office equipment such as computers, copiers, faxes, scanners and adding machines. (100%)

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Normal hours of work are thirty-five (35) hours per week, usually Monday through Friday, 8:30 a.m. to 4:30 p.m. with a one (1) hour unpaid meal break. Flexibility in scheduling is necessary as there may be the occasional requirement to attend to functions outside of normal work hours, change shifts to work evenings or weekends to accommodate high volume periods or for after-hours customer service initiatives, or to work extra hours as needed.

Physical Environment: Work is conducted in a standard office environment. (90%) Work involves travelling to other Municipal buildings or off-site locations, meetings and training held in meeting rooms or conference rooms. (10%)

Sensory Attention: Visual concentration and repetitive keyboarding tasks. Ability to coordinate hands and eyes rapidly and accurately when using equipment. Periods of continual visual concentration and must be able to distinguish numbers and characters on an electronic screen. Vision abilities required include close vision, colour vision and ability to adjust focus. (90%) Requires the ability to prepare and read a variety of reports, letters/correspondence, budgets, etc. The ability to communicate effectively including explaining processes instructions and speaking before groups of people. (10%)

Stress: Limited mental stress, in normal situations with limited pressure where the seriousness of the outcome is limited. (85%) Occasional exposure to disgruntled members of the public. (5%) Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress (10%)

Contacts and Dimensions

Director Reports: 0

Indirect Reports 0

Total Employees Serviced: 0

Other Working Relationships: Position communicates regularly with staff, other emergency services, Federal and Provincial agencies, businesses, industries, community groups, other government agencies, and the general public.

Budget: n/a

Salary Budget: n/a

Review and Signatures

Employee Name: _____

Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

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Manager/HR Signature: _____ Date: _____