



## ADMINISTRATIVE CLERK Job Specifications

<b>DIVISION:</b>	Administration
<b>FLSA STATUS:</b>	Non-Exempt (Non-Safety)
<b>REPORTS TO:</b>	Supervisor or Manager
<b>SUPERVISION:</b>	Exercises no supervision
<b>LOCATION:</b>	Fire District Headquarters
<b>HOURS:</b>	40-hour work week Monday through Friday. May be required to work additional hours as the need arises.

### GENERAL SUMMARY

Under supervision, performs a variety of general clerical duties such as word processing, filing and receptionist functions as required in an assigned department.

### DISTINGUISHING CHARACTERISTICS

The Administrative Clerk (AC) must be courteous, punctual, and maintain a relationship with outside agencies in a professional manner. The AC must be a self-starter, possess good communication skills, and excellent analytical skills. The AC performs a wide variety of complex assigned duties with only occasional instruction or assistance, and work is normally reviewed only upon completion. Satisfactory performance requires acceptable word processing competence, as well as knowledge of general office procedures, methods and techniques, and applicable District policies and procedures. The AC will assist the Executive Assistant, Fire Prevention Division, Training Division and Administrative staff as assigned.

### ESSENTIAL DUTIES

*(May include, but are not limited to, the following:)*

Types and processes a variety of correspondence, reports, forms, and specialized documents from rough draft, recordings, or verbal instruction using word processing equipment and software.

Provides office administrative support to Executive Staff, Fire Prevention Division, and Training Division.

Maintains calendars, makes appointments, schedules and arranges meetings, public education/events, inspections, and other arrangements.

Receives and screens visitors and telephone calls; and takes messages; provides information on District activities, functions, which may require the interpretation of policies and procedures.

Issues, receives, and processes various applications, permits, and other forms (i.e. public education/events, plan reviews, permits, and inspections).

Proofreads materials for accuracy, completeness, compliance with District policies, and correct English usage including grammar, punctuation, and spelling.

Enters, edits, and retrieves data using District software, personal computer system; prepares reports from the computer system following established formats.

Performs routine clerical work including photocopying, filing, billing, checking and recording information on records.

May be assigned, from time to time to perform other administrative support tasks, including, but not limited to, fire prevention, weed abatement process, fire hydrant inspections process, and/or issuing fireworks booth permits as needed.

Accept payment for fees and maintain cash records.

Receives, sorts, and distributes incoming and outgoing mail.

Orders office supplies and maintains inventory.

Organizes and maintains various office files.

Performs related duties as required.

## **CORE VALUES**

**Ethics, Integrity and Trust:** The employee adheres to an appropriate and effective set of core values during both good and bad times; Is trusted and widely seen as truthful; Can present the truth in an appropriate and helpful manner; Keeps confidences, admits mistakes, and doesn't misrepresent him/herself for personal gain; Practices what he/she preaches.

**Customer Focus:** The employee is dedicated to meeting the needs of both internal and external customers; Acts with customers in mind; Establishes and maintains effective relationships with customers, and gains their trust and respect; Gets first-hand customer

information and uses it for improvements to services and processes; Maintains compassion and empathy for the community served by NCFPD.

**Shared Vision and Purpose:** The employee is optimistic and shares a compelling sense of core purpose with the team; Can inspire and motivate others to rally support behind the vision of NCFPD.

**Learning and Decision Making:** The employee learns quickly when facing new problems and enjoys the challenge of unfamiliar tasks; Analyzes both successes and failures for clues to improvement; Is open to change; Is able to make effective decisions under tight deadlines and pressure.

**Informing Others:** The employee provides the information people need to know to do their jobs and to feel good about being a member of the team; Provides timely information that allows others to make accurate decisions.

**Work/Life Balance:** The employee maintains a conscious balance between work and personal life so that one doesn't dominate the other; Has a positive attitude and constructive sense of humor to appropriately ease tension; Encourages others to maintain healthy personal and professional relationships.

**PHYSICAL REQUIREMENTS**

*The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

	0 – 24%	25 – 49%	50 – 74%	75 – 100%
<b>Seeing:</b> must be able to read a computer screen and paper documents.				X
<b>Hearing:</b> must be able to hear well enough to communicate in person and over the telephone with customers, coworkers, and industry contacts.				X
<b>Talking:</b> must be able to convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.				X
<b>Sitting:</b>				X
<b>Repetitive Motions:</b> must have substantial movements (motions) of the wrists, hands, and/or fingers.				X
<b>Fingering/Grasping/Feeling:</b> must be able to write, type, and use phone system.				X
<b>Standing/Walking</b>			X	
<b>Climbing/Stooping/Kneeling</b>		X		
<b>Lifting/Pulling/Pushing</b>	X			

- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 51 pounds.

### **SAFETY COMPLIANCE**

*Safety is an integral part of our business and the responsibility for safety extends to every employee. Your responsibility toward safety at the workplace includes, but is not limited to:*

Proactive involvement in the District's Safety Program, including compliance with all rules and regulations.

Use safe work practices while performing all duties.

### **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The position functions both indoors in a controlled office environment and outdoors with exposure to inclement weather.

The noise level in the work environment is usually moderate.

Local travel is required.

### **MINIMUM QUALIFICATIONS**

#### **Education and/or Experience:**

High school diploma or GED.

#### **AND**

Has clerical experience in the workplace.

#### **Knowledge of:**

English usage, spelling, grammar, punctuation.

Modern office methods, procedures and equipment, including word processing equipment where applicable.

Filing and record keeping systems.

**Ability to:**

Perform routine clerical work including maintaining appropriate records and preparing general reports.

Verify and check files and data.

Follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Organize and maintain accurate technical, complex, sensitive and/or confidential records and files.

Type accurately at a speed necessary for timely completion of assigned duties.

Ability to learn to operate standard office equipment, including personal computers.

Use a variety of personal business software applications in order to complete assigned duties in a timely manner.

Perform record searches quickly and accurately.

Use good judgement in the application of District policies, regulations, and procedures relative to assigned division.

Work independently and exercise initiative and sound judgment.

Establish and maintain effective work relationships with those contacted in the performance of assigned duties.

Successfully complete a probationary period as defined in the District's Administrative Manual;

*Probationary Employees: All probationary employees must be evaluated by their supervisor during probation. All 40-hour employees shall complete 2,080 regular time hours of evaluation and complete a twelve probationary evaluations.*

**Conditions of Employment:**

Possession of a valid California Class "C" Driver's License may be required at time of appointment.

This position requires the ability to read, write, speak and understand the English language at a level adequate to perform the job.

This position requires that the individual pass a Department of Justice live scan background.

This position requires the individual to successfully complete an annual job performance evaluation.

Bilingual abilities preferred to meet community needs or operational needs.

NOTE: The Fire Chief reserves the right to alter the minimum qualifications (MQs) if it becomes necessary to attain a reasonable applicant pool.

**Special Requirements:**

Vaccinations: If the North Central Fire Protection District declares that vaccination(s) for any declared health hazard is required for the immediate protection of the public peace, health, and safety for the following reasons: According to the Center for Disease Control, and/or the Fresno County Department of Public Health, determines existing conditions pose a significant public health risk. The District must provide a safe and healthy workplace, consistent with public health guidance and/or legal requirements, to protect its employees and the public as it continues to provide services. All Employees shall have the right to petition for a medical or religious exemption to be evaluated on a case-by-case basis, consistent with District procedures for reasonable accommodation requests. Documentation prescribed by the District shall be required.

Tobacco Product Use: Employees will not smoke, vape (electronic cigarette or similar device), or use any tobacco product while on duty or representing the District. Employees shall sign an agreement acknowledging that they have read and understood these requirements. Said understanding will be maintained in the employee's personnel file and/or the District's software database.

The Administrative Clerk is an unclassified position in which the incumbent serves at the will of the District Fire Chief.

**ACKNOWLEDGEMENT**

I have read and understand and agree to the responsibilities and requirements of the job. I further understand that the duties and responsibilities herein describe the general nature of the job and are subject to change or modification with or without notice by the District as the needs of the District requirements of the job change. My supervisor may add, delete, assign, transfer or alter duties as necessary or deemed appropriate.

Employee Name: \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Name: \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

APPROVED: \_\_\_\_\_ DATE: \_\_\_\_\_

FIRE CHIEF

Original: TVH:aaf 10/07/20  
Revised: TVH:aaf 10/15/21  
Revised: TVH/aaf 9/13/22