

Professionally and compassionately helping people



**PUGET SOUND
REGIONAL FIRE AUTHORITY**

INTERNATIONALLY ACCREDITED FIRE AGENCY

Receptionist

CAREER OPPORTUNITY

RFA GOVERNANCE

Puget Sound Fire is governed by the Regional Fire Authority Board. This Board is comprised of six voting members and three non-voting members. Three members of the Board are appointed from ranks of the Kent City Council, three from the Board of Fire Commissioners for Fire District 37, one non-voting member from the Covington City Council, one non-voting member from the SeaTac City Council, and one non-voting member from Fire District 43. The Board's responsibilities are to oversee the budget and policy decisions and to ensure the department is successful in its mission of protecting our community.

Department Overview

- 13 Fire Stations
- 3 Battalions
- 350+ full-time employees
- 26,000 emergency responses in 2018



THE DEPARTMENT

The Puget Sound RFA is a progressive, diverse, full spectrum life safety agency protecting more than 200,000 citizens. The men and women of Puget Sound Fire are proud to serve their citizens, with over 26,000 emergency responses in 2018.

Puget Sound RFA is an internationally accredited full-service, all risk fire and rescue department that provides services to the citizens of Covington, Kent, SeaTac, Maple Valley and portions of unincorporated King County. Our workforce is approximately 350 employees with an annual budget of nearly \$70 million.

Under the leadership of the Human Resource Manager, the Receptionist will be a member of the Administration Department. This Department serves the cities of Covington, Kent, SeaTac, Maple Valley and Renton with their support services in support of the mission of the fire department in a way that is efficient, effective and fiscally responsible to the communities served.

CORE VALUES

Be safe. Do your best. Serve with integrity. Take care of each other.

APPLICATION & SELECTION

Application deadline:
February 18th, at 5:00pm

Please apply:

By responding to this ad or at
www.pugetsoundfire.org

A cover letter is REQUIRED.

SELECTION PROCESS:

Applicants will be reviewed for minimum qualifications.

Successful candidates will be invited to the first-round interviews.

Questions? Please contact
Jennifer Zager, HR Specialist at
253-856-4309 or
JZager@pugetsoundfire.org



EMPLOYMENT STANDARDS

1. High school diploma, general education degree (GED) or equivalent, supplemented by some college level course work or training in office support or related field; and
2. Two years of general clerical or related experience with public contact.
3. Valid Washington State Driver's license.

In place of the above requirements, the individual may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skills, and ability to perform the essential duties and responsibilities listed above.

COMPENSATION & BENEFITS

This nonexempt position will be offered at a salary of \$39,782 – \$55,737 with the following benefits in addition:

- Longevity Pay
- Vacation: 96 hours annually
- Holidays: 12 paid holidays annually
- Sick Leave: an accrual of 10 hours per month of paid sick leave
- Bereavement Leave
- Health insurance: medical, dental and vision plans
- Retirement: PERS (Public Employees Retirement System).
- Deferred Compensation: PSF will contribute 3% of the employee's annual salary
- Life Insurance
- Long Term Disability
- Education Reimbursement

THE IDEAL CANDIDATE

- Become familiar with, follow, and actively support the Department's mission, vision, and value statements.
- Applies quality customer service principles and concepts to assist internal and external customers in a patient, courteous, and tactful manner.
- Demonstrate ability to effectively communicate and work efficiently with others collaboratively.
- Operate within the RFA's procedures and guidelines to professionally represent the department.

EXAMPLES OF DUTIES

- Perform technical data input to support the RFA.
- Serve as the Receptionist for Fire Administration by answering telephone lines; greeting office visitors; providing information and assistance to callers including citizens, employees, and various outside agencies; and taking messages or referring calls or visitors to appropriate personnel.
- Type correspondence, memoranda, agendas, reports, forms and other documents from typed or hand-written sources; proofread and edit written materials as required.
- Maintain a variety of records, logs, and files; perform filing and locate materials and information in records and files when required.
- Compile, collate and duplicate information, package and distribute completed copies.
- Receive, sort, and distribute incoming and outgoing mail and distribute public information and bulk mailing materials.
- Schedule meetings, appointments, station tours, etc. through the RFA calendar; notify appropriate Station crews of meetings and events as needed.
- Order and maintain adequate stock of office supplies as assigned.
- Handle all aspects of CPR/First Aid classes, including, but not limited to scheduling classes, securing instructors, preparing class supplies.
- Manages department petty cash including monthly reconciliation and replenishment of funds when needed.

To find out more about the department visit: www.pugetsoundfire.org



RECEPTIONIST JOB DESCRIPTION

Last Updated: February 2019

GENERAL PURPOSE:

Under the direction of the Human Resource Manager, performs a variety of technical, clerical, and administrative duties in support of Fire Administration.

Work is characterized by routine technical and clerical task of average difficulty such as answering multiple telephone lines; greeting visitors; providing information and assistance to others; receiving, sorting, and distributing mail; maintaining records; typing, scheduling and coordinating meetings; ordering supplies; and assisting in projects as requested. Because of the nature of the work, the incumbent may also be required to deal with difficult individuals requiring the use of conflict management skills. The incumbent must maintain professional composure and demonstrate tact, patience, and courtesy at all times.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform technical data input to support the RFA.
- Serve as receptionist for Fire Administration by answering telephone lines; greeting office visitors; providing information and assistance to callers including residents, employees, and various outside agencies; and taking messages or referring calls or visitors to appropriate personnel.
- Type correspondence, memoranda, agendas, reports, forms and other documents from typed or hand-written sources; proofread and edit written materials as required.
- Maintain a variety of records, logs, and files; perform filing and locate materials and information in records and files when required.
- Compile, collate and duplicate information, package and distribute completed copies.
- Receive, sort, and distribute incoming and outgoing mail and distribute public information and bulk mailing materials.
- Schedule meetings, appointments, station tours, etc. through the RFA calendar; notify appropriate Station crews of meetings and events as needed.
- Operate office machinery such as computers, calculators, copiers and other equipment in assigned office or area.
- Order and maintain adequate stocks of office supplies as assigned.
- Handle all aspects of CPR/First Aid classes, including, but not limited to scheduling classes, securing instructors, preparing class supplies.
- Manages department petty cash including monthly reconciliation and replenishment of funds when needed.

PERIPHERAL DUTIES:

- Assist or substitute for other office personnel as assigned.
- Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Current office practices, procedures, and equipment including computers and related software

such as Microsoft Office and Outlook

- Municipal government policies, procedures, and structure
- Effective interpersonal skills using tact, patience, and courtesy
- Telephone techniques and etiquette
- Basic recordkeeping techniques
- Correct English usage, grammar, spelling, punctuation, and vocabulary

SKILLED IN:

- Telephone etiquette and various techniques to properly assist a diverse assortment of inquiries and persons
- Communicate effectively both orally and in writing
- Effective use of interpersonal skills including tact, patience, and courtesy

ABILITY TO:

- Learn the policies, procedures, activities, and programs of an assigned area or office quickly and accurately
- Perform clerical duties of above-average difficulty
- Operate modern office machines and equipment listed below
- Maintain records and files
- Establish and maintain cooperative and effective working relationships with others
- Respond to the public with courtesy and tact
- Complete assigned work with many interruptions
- Proofread, and edit general correspondence and reports including letters, memoranda, etc.
- Add, subtract, multiply, and divide
- Apply common sense understanding to carry out instructions furnished in oral or written form and deal with practical problems

EDUCATION AND EXPERIENCE REQUIRED:

Education: High school diploma, or equivalent, supplemented by some college level course work or training in office support or related field; and

Experience: Two (2) years of general clerical or related experience with some public contact.

Or in place of the above requirements: the incumbent may possess any combination of relevant education and experience, which would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:

- Valid Washington State Driver's license

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, a computer including Microsoft Office, printer, telephone, fax machine, copy machine, calculator, and scanner.

PHYSICAL DEMANDS:

The physical demands 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.

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; talk or hear, normally with or without mechanical assistance. The employee is frequently required to type on a keyboard for an extended period of time and use a multi-line telephone.

WORKING CONDITIONS:

Work is performed in an indoor office environment, subject to multiple interruptions by walk-in citizens, employees, telephone calls, and interoffice activities. While performing the duties of this job, the employee may be exposed to individuals who are irate or hostile. The noise level in the work environment is usually moderate.