



**Position Details:**  
Receptionist

**FLSA Status:**  
Non-Exempt  
Non-Represented

**Salary Range:**  
\$41,715-\$51,500

**Starting Salary:**  
\$41,715

**Opens:**  
March 6, 2018

**Closes:**  
April 5, 2018 at 3:00 p.m.

**To Apply:**  
Mail or Fax Application and Cover  
Letter to:

Deanna Dahl, HR Manager  
Puget Sound Regional Fire Authority  
24611 116<sup>th</sup> Avenue SE  
Kent, WA 98030  
(253) 856-6399 (fax)

*Late applications will not be accepted  
and candidates that do not meet the  
minimum requirements will not be  
notified.*

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The Puget Sound Regional Fire Authority is an  
Equal Opportunity Employer. We value and  
encourage diversity.

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***OUR MISSION***  
Professionally and compassionately  
helping people

***OUR VISION***  
We will cultivate an environment of  
excellence, respect, and fun

***CORE VALUES***  
Be safe  
Do your best  
Serve with integrity  
Take care of each other

**Puget Sound Regional Fire Authority**  
24611 116<sup>th</sup> Avenue SE  
Kent, WA 98030

**EMPLOYMENT OPPORTUNITY  
RECEPTIONIST**

The Puget Sound Regional Fire Authority is seeking applications for the position of Receptionist.

The Puget Sound Regional Fire Authority, a nationally accredited fire department, is a full-service department consisting of nine divisions; Administration, Operations, Fire Prevention/Investigations, Emergency Management, Facilities/Property Management, IT, Apparatus Maintenance, Support Services, and Training. The response area totals approximately 60 square miles and consists of the City of Covington, City of Kent, City of SeaTac, and King County Fire District 37.

The Puget Sound Regional Fire Authority staffs 10 stations with 7 engines, 2 aid units, 2 ladder trucks, 2 skybooms and 3 command vehicles, 24-hours a day. We also provide a hazardous materials response team and surface water rescue team.

The Puget Sound Regional Fire Authority provides a generous benefit package to its employees including:

- Medical/Dental/Vision
- Basic Life
- Deferred Compensation with 3% Employer Contribution
- Employee Assistance Program
- Washington State PERS Retirement Program
- Vacation/Sick Leave/Holiday Pay
- Longevity
- Puget Sound Fire *does not* participate/contribute to social security and you may be subject to the Social Security Windfall Elimination provision

**GENERAL PURPOSE:**

Under the direction of the Finance manager, perform 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.

**SUPERVISION:**

Work is performed under continuing supervision. The supervisor indicates what is to be done, limitations, quality and quantity of the work expected, deadlines, and priority of assignment. The supervisor provides additional, specific instructions for new or unusual assignments. The incumbent will carry out recurring assignments independently, but refers deviations from procedures to the supervisor for help or decision. Work is reviewed for technical accuracy and compliance with instructions or established procedure.

**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.

**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 requirement, 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.