



Western Lane Fire and EMS Authority Job Description



TITLE: OFFICE ASSISTANT **EFFECTIVE:** SEPTEMBER 1, 2022
REPORTS TO: OFFICE/FINANCE MANAGER **REVISED:**
SALARY RANGE: \$35,000 – \$45,000 (\$16.83 – \$21.64/hour) plus benefit package
CLASSIFICATION: NON-EXEMPT, HOURLY

JOB SUMMARY

Provide front desk reception and support to the Administration team.

This position requires strong computer and customer service skills. Must be detail oriented, self-motivated and work well with management, staff and board members.

PRIMARY JOB FUNCTIONS:

- Answer phone lines and direct calls to appropriate individual. Provide accurate information to the public.
- Greet public in lobby and provide exemplary customer service.
- Screen public requests for LP Tank installation approvals, driveway access approvals, and smoke alarm installations.
- Distribute mail accordingly.
- Process Facility Use permits and manage meeting room assignments. Serve as Authority liaison for public groups utilizing Authority meeting rooms.
- Serve as Authority liaison for American Red Cross Blood Drives.
- Assemble and distribute emergency address plates.
- Assist in the preparation for Fire Prevention Week and EMS Week.
- Maintain employee address and phone list.
- Prepare monthly birthday flier.
- Coordinate student registration for CPR classes.
- Provide weekly run report to local newspaper.
- Ensure stock of office supplies is adequate.

SECONDARY RESPONSIBILITIES:

- Scan documents.
- Assist with Team Meetings as needed.
- Assist with annual employee recognition events.
- Other duties as assigned.

EDUCATION and/or EXPERIENCE:

- High School diploma or equivalent is required.
- Two years similar work experience is desired.

KNOWLEDGE, SKILLS & ABILITIES:

To perform the job successfully, an individual should demonstrate the following:

- Responds promptly to employee and customer needs; responds to requests for service and assistance.
- Ability to communicate effectively in English in oral and written form. Ability to read, analyze, and interpret human resource laws, policies, and procedural and legal documents.
- Speaks clearly and persuasively in positive or negative situations.
- Balances team and individual responsibilities. Maintains a positive attitude under stressful conditions.
- Looks for ways to implement a “continual improvement strategy”.
- Follows policies and procedures; completes administrative tasks correctly and on time.
- Plans, organizes and prioritizes work.
- Ability to maintain strict confidentiality.
- Observes and ensures safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; and ensures proper use of equipment and materials.
- Manages competing demands.
- Ability to operate a personal computer. Knowledge of current software applications related to the functions and operations of an office. Ability to navigate and utilize the Internet.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Employee may be required to lift up to 25lbs to perform the job duties.

REQUIREMENTS:

Candidate must have or obtain a current Oregon Driver's License and be insurable by the Authority. Candidate must agree to and pass a background check.