



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: EMERGENCY SERVICES CLERK – FIRE (position description under review)
DEPARTMENT: FIRE RESCUE
POSITION TYPE: PART-TIME PERMANENT UNION POSITION
PAY GRADE: PAY GRADE 3
LAST UPDATED: February 2019

NATURE AND SCOPE OF WORK

Reporting to the Fire Chief and working under the supervision of the Emergency Services Support Coordinator, the Emergency Services Clerk will work closely with all staff members to provide a supportive team approach to the provision of clerical and administrative support to all divisions within the Fire Department.

This position provides direct and regular support to the Emergency Services Support Coordinator to ensure the seamless function of this key position with the Fire Department. The Emergency Services Clerk provides support with weekly workload as well as backfilling of the position for absences of the Emergency Services Support Coordinator.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Provides administrative, clerical and communication services in full support of the Fire Chief's Office and Fire Department as a whole.
2. Produces a variety of reports, forms, guidelines, routine and confidential memorandums and letters from typed or handwritten copy. Composes letters of a routine nature. Ensures the quality of all outgoing departmental correspondence, reports and communications.
3. Assists with ordering office supplies.
4. Assists with maintaining the municipal document management system, using both manual and electronic filing techniques covering all administrative functions of the Fire Department.
5. Assists the Emergency Services Support Coordinator with preparations for the Annual Firefighters Appreciation Banquet, as well as any other special events celebrated by the Fire Department.
6. Assists with the ongoing maintenance of the Colwood Fire Department's Operational Guidelines manual as directed by the Emergency Services Support Coordinator.
7. Assists with data entry into the FDM computer database including confidential personnel records, training records, fire inspection records, and emergency incidents.



8. Assists with processing invoices for payment, issuing purchase orders, reconciling corporate credit card purchases and petty cash.
9. Maintains the security and daily office function of the Fire Station, handling all public enquires while staff are at an emergency incident or out of the Fire Station.
10. Assists with the preparation and distribution of the agenda package for the City of Colwood Protective Services Committee. In the absence of the Emergency Services Support Coordinator, attends meetings, takes minutes and produces official minutes for City record.
11. Responds to enquiries from staff, other city departments, outside agencies, and the public on general Fire Department issues. Takes calls from the public for non-emergency requests for assistance and passes the information on to the appropriate Fire Department Officer or agency. Acts as a liaison with other municipal departments and outside agencies as required.
12. Acts as relief alarm room operator as needed.
13. Performs other related duties.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

- Completion of Grade 12 or recognized equivalent.
- Minimum of one year experience in an office setting doing administrative work, preferably within local government.
- Proficient in Microsoft Office specifically in word processing, spreadsheets, email systems and database applications.
- Minimum keyboarding speed of 50 wpm

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Ability to function efficiently without direction to establish and maintain effective working relationships with volunteers, municipal officials and other employees, to meet and successfully serve the public on a continuing basis.
- Ability to maintain the confidentiality of matters as required.
- Ability to work well under pressure and to a deadline with attention to detail.
- Thorough knowledge of business English, spelling and punctuation.
- Thorough familiarity with modern work processing techniques and procedures.
- Considerable knowledge of the procedures, practices and regulations involved in the operation of a Municipal Government office.
- Ability to take and transcribe action minutes.
- Demonstrate proficiency in the core competencies of:
 - Adaptability: Willingness to be flexible in a changing environment.
 - Relationship Building: Establishes and maintains respectful and cooperative working relationships.
 - Effective Communication: Communicates effectively with others.



- Problem Solving: Recognizes and acts to resolve problems.
- Organization: Organizes the work so that others will understand it in order to achieve the City's goals.
- Customer Focus: Provides excellent service to both internal and external customers.

REQUIRED LICENCES, CERTIFICATIONS AND REGISTRATIONS

Class 5 BC Driver's License.