APPLE VALLEY FIRE PROTECTION DISTRICT
JOB DESCRIPTION

RECEPTIONIST

Revision #1 Date: July 3, 2019 Approved By: [Signature]

Reports to: Administrative Services Manager

Supervisory Position: No PFA: No Safety: No FLSA Exempt: No

General Position Description
Under the direction of the Administrative Services Manager, answers multi-line telephone and provides information to callers; serves as a receptionist and performs general clerical, mail processing and typing work as assigned. Provides clerical support as assigned; assists in daily activities and operations of the Fire District, and performs related work as required.

Principle Duties and Responsibilities

- Greets and provides assistance to persons entering the District administrative offices; announces guests and visitors arrival to the appropriate staff person.

- Receives incoming phone calls and directs callers to the appropriate department and/or individual. Responds to inquiries and takes messages when necessary, ensuring complete, accurate information is obtained.

- Completes a variety of documents by utilizing computer software. Enters and updates data into various computer databases and programs.

- Tracks sign-ups for CPR and First Aid Classes, creates attendance rosters, and distributes appropriately.

- Receives checks/cash and credit card payments, posts data on handwritten cash receipts listing and enters into database. Processes data onto spreadsheets for bank deposit.

- Responds to requests from the public in a timely and professional manner. Forwards requests for public records to the Administrative Services Manager for processing. Forwards and tracks requests for fire investigation reports to Fire Marshal.

- Responds to requests for Employment Interest forms. Forwards same to appropriate Administrative Services staff for processing, maintenance and filing.

- Issues, maintains, and files burn permits; and provides Mojave Desert Air Quality Management District a monthly report on burn permit statistics.
- Searches for, saves, and maintains historical records of pertinent news articles relating to the District.

- Schedules community service workers and assigns jobs if duty crew is out of station.

- Updates annually and maintains all meeting contracts/agreements with outside organizations using District meeting rooms.

- Maintains records of requests for use of District meeting rooms and forwards to appropriate Administrative Services staff.

- Notifies all personnel of road closures and out-of-service fire hydrants via email and notates on daily shift roster.

- Copies and/or scans data and printed material.

- Opens mail daily and distributes to appropriate staff or department.

- Stamps outgoing mail with proper postage, schedules FedEx and UPS pick-ups, and prepares certified and/or return receipt mail.

- Receives and signs for packages and deliveries. Distributes packages, deliveries, and messages to appropriate staff.

- Maintains operability of postage machine and photocopy machine including ordering and maintaining operational supplies for same.

- Completes daily time sheet for administrative staff per payroll procedures

- Updates and maintains Reception Area continuity book to reflect current procedures and duties.

**Minimum Qualifications**
As established in District Personnel Policy P-5.

**Description of Duties, Abilities and Work Environment**
Reference: Description of Duties, Abilities and Work Environment for Non-Safety Personnel Category I.