

APPLE VALLEY FIRE PROTECTION DISTRICT JOB DESCRIPTION

RECEPTIONIST

Revision #1

Date: July 3, 2019

Approved By: Signature on File

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.

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- 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 photocopier 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.