



CENTRAL COUNTY FIRE DEPARTMENT OFFICE ASSISTANT

Summary of Benefits: Fire Operational Support Services
FLSA: Non-Exempt

Revised and Adopted date: 4/8/2026
Effective date: 7/13/2026

DEFINITION

To perform responsible administrative and customer support duties including receiving and responding to inquiries from the public, contractors, and outside agencies; to receive, review and process permits; to process mail; and to provide other support duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a journey level classification. Employees within this class are distinguished by the performance of the full range of duties as assigned including duties requiring the knowledge of applicable Department policies and procedures. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management staff.

ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

- Serve as first line of contact to external customers via telephone and in person; refer customers to appropriate staff and/or provide a variety of general information regarding Department functions and services; and explain Department operating policies and procedures.
- Receive, review, and process fire permits; maintain project files; and submit documents for plan review.
- Prepare, compile, tabulate and maintain data including databases, various documents and statistical and operational reports and records.
- Type and proofread a variety of documents including general correspondence, agendas, reports, memos, and statistical charts from rough draft, digital recording, forms, copy, notes, transcribing machine recordings or verbal instruction.
- Schedule appointments for Prevention Division, including fire and life safety and WUI inspections.
- Perform a wide variety of routine clerical work including filing, billing, checking and recording information on reports.
- Receive and process payments for a variety of services; handle cash; prepare deposits; prepare and send billing statements as required.
- Assist with special projects and department events.
- Review documents and other records to ensure accuracy, completeness and conformance to applicable policies and procedures.
- Order, maintain and reconcile purchases of office supplies, merchandise and other special purchases related to department operations; maintain inventory.
- Sort and file documents and records, maintaining alphabetical, index, and cross-reference files.

- Receive, sort, and process mail incoming and outgoing mail and packages.
- Update Department calendar as requested.
- Enter required information into permitting software used by communities served by Department.
- Issue, receive, type and process various applications, permits and other forms.
- Research records for information and compile summaries and tabulations which may be submitted directly to the requestor.
- Process registrations and coordinate logistics for community classes including CPR, CERT and Get Ready.
- Coordinate logistics for meetings, including location, meals, set-up and tear down.
- Assist in the training of new personnel.
- Provide backup to related positions.
- Represent the Department with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other Department employees and the public using principles of good customer service.
- Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and procedures of recordkeeping and reporting.
- Methods of records management.
- Basic work processing methods, techniques and programs.
- Customer service principles and problem resolution techniques.
- Modern office practices and procedures, computer equipment and software applications related to general office duties and permitting.
- Business letter writing and report preparation.
- Safe work practices.

Ability to:

- Independently perform administrative and customer service duties in support of assigned department or program.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
- Research, respond to and assist in the resolution of inquiries and complaints.
- Prepare correspondence, memorandums, and routine reports.
- Accurately calculate fees and handle money.

- Use independent judgment and personal initiative.
- Understand, interpret and explain department and program policies and procedures.
- Type at speed necessary for adequate job performance.
- Understand and carry out oral and written directions.
- Work courteously with the general public and department personnel, on the telephone and in person.
- Perform simple mathematical calculations.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishment of Department goals, objectives and activities.

EDUCATION AND EXPERIENCE:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to graduation from high school.

Experience:

Two years of increasingly responsible clerical experience, including public contact.

ENVIRONMENTAL ELEMENTS:

Work is performed in a typical temperature-controlled office environment subject to typical office noise and environment. Travel is rare.