

Position: Clerical and Reception

Purpose: To assist with customer service and office support needs at fire department reception area.

Duties: Answer phone and transfer calls or take messages as appropriate. Answer general customer questions. For walk-in customers, accept payments for CPR classes and burn permits and write receipts. Copying, filing and faxing. Distribute mail. There will be some access to confidential information that must be kept confidential.

Ideal Skills: Willingness to provide great customer service. Ability to take detailed, clearly written messages. Some knowledge of office equipment such as copier, computer etc. Experience using MS Office software such as Word and Excel. Able to work alone or with little supervision. Ability to learn what information is confidential and what information is available to the public.