



Orcas Island Fire & Rescue

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Job Description

JOB TITLE: Administrative Assistant / Receptionist

DEPARTMENT: Administration

CLASSIFICATION: FLSA Non-exempt, Non-Union position

LAST UPDATE: 4/28/2025

REPORTS TO: Director of Administration & Finance

HOURS PER WEEK: 32 hours per week with some flexibility

WAGE RANGE: \$25/hr - \$30/hr

Approved by:

Under the direction of the Director of Administration and Finance, this position is part of a team that performs a wide range of administrative assignments in support of department operations and **may** include, supporting the executive leadership team, data entry, office management functions, payroll tracking, staffing the front desk and other administrative tasks. This position requires frequent, extensive contact with department staff; the public, elected officials, requiring the accurate interpretation of departmental policies, procedures, standards, and requirements. This position requires a high level of confidentiality, problem solving ability, ability to use independent judgement regarding the dissemination of information to the public and must be consistent with department rules and regulations. All assigned duties are expected to be performed in an effective, efficient, kind and safe manner.

ESSENTIAL FUNCTIONS

Essential and other important responsibilities and duties **may** include, but are not limited to, the following:

- Acts as the confidential administrative support for the executive leadership team.
- Performs a variety of routine data entry and administrative tasks.
- Provides clerical support.
- Maintains information system for the department. Assists with the management of fire department records; inputs data, checks data for accuracy and completeness.
- Receive and respond to complaints and inquiries from the public and staff and either executes a solution or routes to the appropriate party as needed.
- Acts as information source regarding department policies, procedures, standards, and requirements.
- Tracks registrations and payments for community classes.
- Other related duties as assigned.

SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to self-direct and organize work time efficiently and effectively, prioritize a multitude of tasks, and ability to handle multiple interruptions and adjustments to priorities throughout the day.
- Ability to provide outstanding customer service, both internally and externally.
- Ability to use tact, discretion, and diplomacy when interacting with the public, employees, and officials.
- Ability to have fun.
- Ability to maintain confidentiality pertaining to sensitive information.
- Ability to effectively apply written and oral English language skills. Must have sound knowledge and ability in business correspondence, ability to proofread grammar, spelling, and punctuation with a high degree of accuracy.



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- Ability to meet the public and respond to requests for service in a courteous and professional manner.
- Must be able to do basic bookkeeping and mathematical computations with a high degree of accuracy and become familiar with budgeting and accounting procedures.
- Knowledge and ability to learn and apply the Orcas Island Fire & Rescue policies and procedures.
- Excellent attention to detail, organized, accurate, and reliable.
- Highly organized, efficient, and able to successfully maintain multiple projects and schedules.
- Use a PC with Microsoft 365 Suite of programs, learn the department's multi-fund accounting software and other software packages used by the department.
- Ability to work independently and to set priorities within established guidelines.
- Ability to establish and maintain effective working relationships with co-workers and other staff.

MINIMUM QUALIFICATIONS:

- Minimum of twenty-one (21) years of age; High School Diploma required.
- AA or BA degree in related field preferred.
- Customer service experience preferred.
- Must possess a valid Washington State Driver's License and a driving record acceptable to the OIFR's insurance carrier
- Pass background checks

WORKING CONDITIONS:

This is an FLSA Non-Exempt position. Work is generally completed on a regularly scheduled basis, Monday – Friday, between the hours of 8:00 AM – 5:00 PM. Work schedules may require working a flexible schedule, including evenings, and may require attendance at meetings, workshops, conferences, and other assignments. Attendance at evening meetings and weekend functions may be required.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use hands to handle or feel objects, tools, or controls. The employee is frequently required to talk or listen. The employee is required to stand, walk, reach with hands and arms; stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Must be able to lift up to forty (40) pounds.

ESSENTIAL PHYSICAL ABILITIES:

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively on the telephone and in person.
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, and comprehend, prepare, review, and evaluate written documents and text material.



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- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to use computers and other office equipment.
 - Sufficient personal mobility, flexibility, and physical reflexes, with or without reasonable accommodation, which permits the employee to drive to various locations.
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The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all- inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak workload periods or otherwise to balance the workload. Orcas Island Fire & Rescue is an Equal Opportunity Employer.