



WASATCH FIRE DISTRICT POSITION DESCRIPTION *Customer Service Associate*

Position Title: Customer Service Associate
Division: Administrative
Supervised by: Fire Chief (or designee)
Supervises: None
Status: Full Time / Hourly / Non-Exempt
Standard Shift: 5/8's
Pay Grade: C1

GENERAL PURPOSE

Provides a variety of routine administrative, clerical and technical work in assistance to the Fire Chief and Executive Staff, performing the day-to-day tasks necessary to ensure accurate and timely performance of duties.

SUPERVISION RECEIVED

Works under the general guidance and direction of the Fire Chief or designee.

SUPERVISION EXERCISED: None

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answer phones, schedule appointments, inspections and answer questions from the public as well as questions regarding business/building inspections.
- Assist and operate as a confidential aid to the Fire Chief and Executive Staff.
- Monitors front desk and assists any visitors to the district.
- Accepts payments for fees via credit card over the phone or in person
- Assists with building permitting processes as needed
- Assists with business licensing tracking as needed
- Answers homeowners' insurance calls and questions
- Keeps the reception area and office supply storage clean and organized.
- Maintains all sensitive and confidential files, records and materials specific to the office and the Fire Chief according to the Utah State Archives records retention schedules, guidelines and procedures.
- Schedule inspections and meetings for Executive, Command, and Administrative staff.
- Receive, process, and deposit, all incoming checks and payment forms.
- Creates, maintains, and monitors the release of all landscape bonds.
- Responsible for purchasing and maintaining all office and operating related items and supplies.
- Completes Cash Receipting.
- Responds to GRAMA requests.
- Completes meeting minutes for Fire Board.
- Maintains positive working relationships with WFD members.
- Assists with other duties as assigned.



WASATCH FIRE DISTRICT POSITION DESCRIPTION *Customer Service Associate*

PERIPHERAL DUTIES

- Demonstrate flexibility and cooperative attitude when faced with change
- Prepare reports and documents in a well-organized manner.
- Establish and maintain effective working relationships with employees, supervisors, other departments, officials and the public.
- Assists in other district administrative activities, as assigned.
- May be trained as a backup person for other office staff such as:
Permit processing, accounting, budget preparations, transparency reporting, grama requests, information gathering, and other duties as assigned.

MINIMUM QUALIFICATIONS

Education:

High School Diploma or GED.

Experience:

- Front desk experience is preferred.
- Customer service experience is preferred.
- Experience with office organization.
- Work experience in the public employer sector preferred
- Equivalent combinations of related education and experience will be considered.

Necessary Knowledge, Skills, and Abilities:

- *Working knowledge of:*
 - Operation of standard office machines and their functions
 - Microsoft Excel, Word, Power point and other computer systems.
- *Ability to:*
 - Articulate and present a positive professional image both in person and on the phone.
 - Must be able to communicate well both verbally and in writing.
 - Maintain confidentiality of material.
 - Maintain tact and courtesy when interacting with the public and employees.
 - Ability to follow instructions, solve problems and work with minimal supervision.

DESIRABLE KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to maintain complex files and records.
- Work as a team member with other support staff to ensure smooth operation of day-to-day business within the department
- Experience working with volunteers in fire, EMS, or dual service.
- Familiarity with:
 - Wasatch County Fire District area, including familiarity of all of Wasatch County.



WASATCH FIRE DISTRICT POSITION DESCRIPTION *Customer Service Associate*

SPECIAL REQUIREMENTS

- Must be 18 years or older at the time of hire.
- Must possess, or be able to obtain by time of hire, a valid Utah State driver's license. Said license must be maintained and kept valid and current throughout employment.
- No felony convictions or disqualifying criminal histories within the past seven years.
- Must be able to read, write, and speak the English language.
- Must be able to pass a pre-hire drug test.

SELECTION GUIDELINES

May include any or all of the following: Formal application, review of education and experience; written examination and assessment center; personal interview; background/ driver's license verification and check; hiring list; offer of employment; post offer physical examination including drug screen.

TOOLS AND EQUIPMENT USED

Work computer, calculator, telephone, printers, scanners, photo and video equipment and radio.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by a member 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 member is frequently required to stand; sit; walk; talk or hear; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms. The member is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The member is occasionally asked to lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those a member encounters while performing 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 member works primarily in a climate-controlled office setting. The noise level in the work environment is usually moderately quiet in the office setting.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and member and is subject to change by the employer as the needs of the employer and requirements of the job change. Wasatch County Fire District is an equal opportunity employer and maintains a drug and alcohol-free environment.



**WASATCH FIRE DISTRICT
POSITION DESCRIPTION**
Customer Service Associate

Employee Signature: _____

Date: _____

Supervisor Signature: _____