

NORTH COUNTY FIRE PROTECTION DISTRICT

330 S. Main Avenue • Fallbrook, California 92028-2938 • (760) 723-2005 • Fax (760) 723-2072 • www.ncfireprotectiondistrict.org

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OPEN RECRUITMENT

FIRE CORPS ADMINISTRATIVE VOLUNTEER

FINAL FILING DEADLINE: Open

SALARY RANGE: NON-PAID VOLUNTEER POSITION.

THE POSITION: The North County Fire Protection District is accepting applications for the position of Fire Corps Administrative Volunteer. Under the supervision of the Division Chief/Fire Marshal and the Program Coordinator, the essential duties and responsibilities are:

- Enhance customer service by answering phones, working the front counter within Fire Prevention and interacting with the public in a variety of ways.

TYPICAL DUTIES AND RESPONSIBILITIES: *The following duties are typical for this classification. Successful candidates may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practice.*

Answers phones and determines nature of the calls; answers questions and resolves issues, or routes calls to appropriate individuals to handle inquiries and complaints; takes and delivers messages.

Provides information and assistance to visitors and others having business with the NCFPD; explains nature of programs, policies, procedures and services; responds to requests for information within the span of authority; maintains absolute confidentiality of work-related issues, records and NCFPD information.

EXPERIENCE/KNOWLEDGE/ABILITIES:

KNOWLEDGE OF: English as a primary language, both verbally and orally, spelling, grammar and punctuation; personal computer hardware and software, including Microsoft Office; principles and practices of effective customer service to include acceptable telephone etiquette.



PROUDLY SERVING THE COMMUNITIES OF FALLBROOK, BONSALE AND RAINBOW

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ABILITY TO: Organize and assist with administrative services and functions; communicate effectively, and use discretion and sound judgment; understand and carry out written and oral instructions, keep accurate and detailed records; establish and maintain effective relationships with other officials, employees, community organizations, service providers and the public in the course of work.

EXPERIENCE: None specific to this position.

EDUCATION: High School Diploma or GED

LICENSES AND CERTIFICATIONS: To be assigned some functions, you must have and maintain a valid Class "C" California Driver's License. Must be insurable and maintain this status with the District's all-risk insurance carrier. Certifications will be dependent on additional duties assigned.

HOURS OF WORK: This assignment is a part-time volunteer work classification working a 4-hour shift. Four shifts will be required each month. Scheduling will be flexible.

PHYSICAL DEMANDS: Employee is required to meet applicable "Support Staff" physical requirements.

ENVIRONMENTAL: Primary functions are performed in a standard office environment. Work environment is both formal and informal, team and autonomously oriented, having both routine and variable tasks, with variable pace and moderate pressure at times. Some tasks may be fast paced. Some functions assigned, if both parties agree, will require work outdoors and as such may subject volunteers to working on uneven surfaces, ladders/stairs, extreme temperatures and high noise levels.

COMMUNICATIONS:

Vision: satisfactory to complete required tasks (may be correctable).

Hearing: ability to understand conversations.

Speaking: ability to give instructions and effectively communicate with staff and members of the public

Writing: to complete records, reports, meeting notes and documentation.

Reading: reports, records and computer screens.

SPECIAL REQUIREMENTS: Candidate must successfully complete an orientation academy and fulfill a minimum number of hours within Fire Prevention to complete their orientation.

PHYSICAL REQUIREMENTS: As defined in the District's wellness/fitness program.

RECRUITMENT PROCESS:

Applications: Applications must be submitted on a North County Fire Protection District Employment Application. Applications may be obtained at NCFPD

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Administration from the Human Resources Dept. (760-723-2008), from the Department's web site by following the following link: <http://www.ncfireprotectiondistrict.org>, or may be mailed upon request. Applications are submitted to: North County Fire Protection District, Human Resources Dept., 330 S. Main Ave., Fallbrook, CA 92028. Applicable work experience should be included; incomplete applications will constitute grounds for rejection and cannot be revised after the final filing date.

Interview Procedure: Candidates whose applications have been approved will be invited to the interview process. The interview process for this position may include, but is not limited to the following: an oral interview and a Fire Chief's interview. Candidates who successfully complete the interview process will be placed on an eligibility list.

Selection Procedure: Prospective volunteers will be required to pass the following prior to appointment: District's Standard Physical Examination (including drug) and a background investigation, which includes a DMV history and employment history.

Should there be an insufficient number of qualified applicants, the District reserves the right to extend the final filing deadline and/or modify application requirements. The provisions of this bulletin do not constitute an express or implied contract. Any of the provisions contained in this bulletin may be modified or revoked without notice.

BENEFITS:

Uniforms: The District provides will provide necessary uniforms.

ABOUT THE DEPARTMENT:

The North County Fire Protection District is a special district within the County of San Diego, which serves a population of 49,000 and covers 90 square miles. The NCFPD was formed in 1986 as a result of a merger between the Fallbrook and Rainbow Fire Protection Districts. The community is rural in character, comprised primarily of single-family residences intermixed with avocado and citrus groves, and some light industrial commercial occupancies. The District maintains five full-time fire stations and one volunteer fire station. The District operates five ALS Engine Companies, three ALS ambulances, and three Type III Brush units. The District responds to an approximate total of 4,100 calls for service per year. The District is headed by Fire Chief William Metcalf and is comprised of: one Deputy Chief, two Division Chiefs, three Battalion Chiefs, one Administrative Captain, one Medical Services Officer, three Fire Prevention Specialists, fifteen Fire Captains, fifteen Engineers, twenty-one Firefighter/Paramedics, one Executive Assistant, two Administrative Specialists, one Finance Specialist, one Payroll Specialist, three Mechanics, and sixteen Reserve Firefighters.

The North County Fire Protection District is an Equal Opportunity Employer and does not discriminate on the basis of race, color, sex, age, ancestry, national origin, political or religious affiliation, sexual orientation or other non-job related physical or mental disability, or other functional limitation as defined in the Americans with Disabilities Act, except where a bonafide occupational qualification(s) so dictates.