



# *Sacramento Regional Fire/EMS*

## *Communications Center*

10230 Systems Parkway, CA 95827  
Phone (916) 228-3070 – Fax (916) 228-3079

### **SRFECC VOLUNTEER**

#### **DUTIES AND MINIMUM QUALIFICATIONS**

##### **POSITION SUMMARY:**

This is a volunteer position. Under the guidance of the Chief Executive Director, or her designee, the SRFECC Volunteer is responsible for performing a variety of duties to support Communications Center staff. The objective of this added support will seek to increase the functionality and output capabilities of existing staff. Volunteers will work in an environment where they will perform general office processes like answer phones, work on a computer, make copies, scan documents, perform critical thinking, communicate with citizens and fire, dispatch personnel and other duties as assigned.

##### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

The Operational Support Volunteer should possess the following specific knowledge and abilities:

###### Knowledge of:

- The English language to include spelling, sentence construction, and punctuation;
- Computer software for office applications and,
- Modern office methods, procedures, equipment, and business letter writing.

###### Skills in:

- Research, compilation, preparation, and maintenance of extensive records and reports.

###### Ability to:

- Type 35 words per minute with accuracy;
- Develop and establish priorities;
- Work independently with a minimum of supervision;
- Understand and carry out oral and written directions;
- Work with center employees, allied agencies and the general public in a positive cooperative manner;
- Possess and maintain a valid California drivers license;
- Pass a background investigation and,
- Pass a physical exam that relates to the job requirements.

##### **ESSENTIAL JOB FUNCTIONS:**

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge and skills typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

- Answers administrative business phone lines, screens calls, refers inquiries as appropriate;
- Performs computer word processing, spreadsheets, and data base functions;
- File documents, make copies, scan files

- Interacts in a positive, professional manner with center personnel, allied agencies, and the general public;
- Accepts and completes all staff assignments and/or special projects as directed by the Chief Executive Director or her designee,
- Performs related duties as assigned.

## **REQUIREMENTS**

- Must be a minimum of 18 years of age
- Must possess a valid California Driver's License

### Desired But Not Required:

- First Aid & CPR certificate are desired.

### Personal Characteristics:

- Must be able to communicate with customers, citizens and all levels of fire and city management

### Benefits for the Volunteer:

- Volunteers will learn about the exciting career of public safety and dispatching. Volunteers will gain knowledge of internal and external operations that make a communications center function.

### Known Hazards or Risks to the Volunteer

- Repetitive motion injuries, paper cuts, back injuries, any injury related to repetitive sitting or standing, any injury related to bending or reaching. Risks associated with driving a motor vehicle. Injuries related to lifting up to 20lbs.

The Immigration Reform and Control Act requires U.S. Citizenship or authorization to work in the U.S. Documentation must be presented at the time of hire. Special arrangements may be made to accommodate disabilities. SRFECC is an equal opportunity employer.

SRFECC does not discriminate on the basis of race, religion, color, sex, age, national origin, disability, or any other characteristic prohibited by federal, state or local law.

## **SUPPLEMENTAL**

Under the guidance of the Training Supervisor, the **Volunteer Training Center Receptionist** is responsible for performing a variety of duties to support the Communication Center Training team. Volunteers will work in an office environment where they will perform general secretarial, receptionist duties for the Sacramento Regional Fire/EMS Communications Center ("SRFECC"). Other duties may include: answering telephones, making copies, compiling training material, greeting guests, scheduling break-out rooms, general meeting preparation as needed, such as: assembling snacks and beverages to accommodate training participants.

### **Exposure and Education in the Following Duties:**

- General Clerical Experience
- Public Contact
- Office Support Experience

## **MINIMUM QUALIFICATIONS**

### **Knowledge & Ability Requirements**

#### Knowledge of:

- Modern office methods;
- Personal computer usage
- English usage, both oral and written, filing
- Principles of customer service
- Accepted office policies, procedures and practices

**Exposure or Ability to:**

- Operate a personal computer;
- Answer a multi-line telephone;
- Schedule appointments and reserve meeting rooms;
- Utilize standard office equipment: copier, telephone, personal computer
- Respond to customer requests both orally and in writing;
- Provide exceptional customer service;
- Communicate clearly with SRFECC employees and outside customers;
- Prioritize multiple projects and tasks to achieve desired goals in a timely manner;
- Work independently with minimum supervision;
- Establish and maintain effective working relationships with management personnel, employees, affiliated agencies and the general public.

**Experience**

- A minimum of two (2) years of general clerical experience including public contact, or sufficient office support experience in an office setting to obtain the knowledge and abilities listed.

**Education**

- Equivalent to completion of the twelfth grade. Completion of clerical, business course or work experience may be substituted for required experience.

**Additional Position Requirements:**

- Possess a high school diploma or a GED
- Possess and maintain a valid California driver's license
- Pass a background investigation which includes drug testing
- Possess a recent typing certificate (administered within the last six months) indicating an ability to type a minimum of 40 words per minute. No on-line typing certificates will be accepted.

**BENEFITS FOR THE VOLUNTEER**

- Volunteers will learn about the exciting career of public safety.
- Volunteers will gain knowledge of internal and external operations that make a communication training center function.
- Volunteers will interact with the general public and provide a needed service to SRFECC