

**Civil Service Commission
Spokane Valley Fire Department
2120 N Wilbur
Spokane Valley, Washington 99206**

April 13, 2021

To: Candidates for the position Office Assistant
From: Civil Service Commission
Subject: Interest List for Office Assistant

This will serve as notice of an examination for the purpose of creating an interest list for the position of Office Assistant. This list will be valid through 12/31/2021.

Qualified candidates will be invited to take a written examination the week of June 1, 2021. Date, time, and location to be determined. A passing score of 80% or higher is required on the written test. The top ten (10) scoring candidates will be invited to a panel interview which will be held the week of June 14, 2021.

Salary Range = \$43,420 - \$45,750 DOQ.

Application Packet Requirements:

Application (attached)
Cover letter and resume
Veteran's Scoring Criteria Questionnaire (if applicable)

Date of Return – Application packets will be accepted via email only through the close of applications (Friday, May 14, 2021 at 4pm PST) – Callahanp@spokanevalleyfire.com.

Required Minimum Qualifications

- Have a high school diploma or equivalent.
- Must be at least 18 years of age at time of application
- Proof of eligibility for employment in the United States.
- Hold a valid state driver's license.
- Must be a non-tobacco user including e-cigarettes/vape products.
- Minimum of two (2) years of general office experience
- Must be able to communicate the English language clearly and concisely, both orally and in writing
- See job description for remaining occupational qualifications.

The job description for the position of Office Assistant, Veteran's Scoring Criteria Questionnaire and application are attached.

Pegy Callahan
Civil Service Examiner
callahanp@spokanevalleyfire.com

Spokane Valley Fire Department

Job Description

Office Assistant

Non-Exempt Position

Created 03-08-2021

Nature of Work

The Office Assistant position performs a variety of routine and semi-skilled clerical and administrative work in receiving and responding to calls, maintaining records, copying documents and compiling materials, word and data processing, receiving and processing payments to the Department, and providing assistance to departments as needed and assigned. This position serves as the main point of contact for the administrative offices in providing customer assistance and receiving and greeting the public.

Examples of duties and expectations: (To include but not be limited to)

- ◆ Provides excellent customer service in assisting both internal and external customers. Greets and directs visitors to the appropriate office/meeting areas.
- ◆ Receives, responds to, and correctly routes incoming phone calls with a minimum number of transfers using a multi-line telephone system.
- ◆ Prepares charts, schedules, graphs, or similar material and assists with reviewing and writing materials for educational and communication purposes internally and externally.
- ◆ Works closely with the SVFD Administration staff in a confidential relationship.
- ◆ Interacts with and responds to requests from other governmental and public agencies in a professional manner.
- ◆ Backs up the handling or forwarding of voicemails from the Prevention inspection line and inbox.
- ◆ Utilizes the customer service request procedure to respond to and correctly route calls to the appropriate person. Logs and routes appropriate customer complaints as defined by the procedure to the Deputy Chief of Administrative Services for follow up.
- ◆ Copies and compiles documents and materials for various staff members as directed.
- ◆ Posts cash receipts and miscellaneous receivables.
- ◆ Performs general clerical and filing duties as needed, orders and keeps an inventory of office supplies for Prevention Division, and processes internal and external mail as well as incoming and outgoing parcels.
- ◆ Logs permits and request for inspections and home safety visits.
- ◆ Intermediate knowledge in word processing, Excel, Publisher, databases, data entry, copy machines, postage meters, and other standard office equipment.
- ◆ Files documents as needed. Creates, maintains, and labels files as required.
- ◆ Performs clerical duties to assist in all departments as needed.
- ◆ Handles and organizes multiple tasks simultaneously.

Supervision:

The Office Assistant position reports to the Fire Marshal

Spokane Valley Fire Department

Job Description

Office Assistant

Required occupational qualifications:

To be eligible to apply for this position, the applicant must meet the following required occupational qualifications prior to the close of applications and then maintain them:

- ◆ Must have proof of eligibility for employment in the United States.
- ◆ Must be 18 years of age prior to the closing of applications.
- ◆ Must have a high school diploma or equivalent.
- ◆ Must have a valid state driver's license.
- ◆ Must have two (2) years of general office experience
- ◆ Must be able to communicate the English language clearly and concisely, both orally and in writing.
- ◆ Must be a non-user of any tobacco products.
- ◆ Must have strong literacy skills including reading, composition, standard and business English usage, punctuation, grammar, spelling, and letter format.
- ◆ Must have the ability to compose routine correspondence.
- ◆ Must have good planning, organization, time management, problem-solving skills, flexibility, and adaptability while maintaining accuracy and attention to detail.
- ◆ Must have excellent oral communication skills for interacting with coworkers and the general public tactfully, courteously, and sensitively.
- ◆ Must have knowledge of office principles, practices, and use of various office equipment, including multi-line electronic digital phone system, computer, copier, fax, etc.
- ◆ Must have intermediate computer skills including knowledge and use of Microsoft Office applications.

Adopted by the Board of Fire Commissioners on March 8th, 2021

Commission Chair 
Michael Pearson (Mar 10, 2021 08:57 PST)

SPOKANE VALLEY FIRE DEPARTMENT
 2120 N WILBUR RD SPOKANE VALLEY WA 99206
 PHONE (509) 892-4140
 www.spokanevalleyfire.com

NEW HIRE APPLICATION

Dear Applicant:

Thank you for your interest in Spokane Valley Fire Department. You must complete all sections of this application. Please print clearly or type the required information using black or blue ink.

PROGRAM INTEREST				
Please mark the program you are interested in: <ul style="list-style-type: none"> <input type="checkbox"/> Entry Level Fire Fighter <input type="checkbox"/> Administrative Assistant <input type="checkbox"/> Receptionist <input type="checkbox"/> Other: 				
PERSONAL INFORMATION				
First, Middle, Last				
Address:				
City:		State:		Zip:
Primary Phone:				
Email Address				
Driver's License Number:		State:		
Are you over 18 years of age?	<input type="checkbox"/> Yes <input type="checkbox"/> No			
How did you learn of this opportunity?	<input type="checkbox"/> Website <input type="checkbox"/> Friend/Relative <input type="checkbox"/> Open House <input type="checkbox"/> Other			
IN CASE OF EMERGENCY NOTIFY				
Name:				
Phone:				
Relationship:				
MEDICAL CONDITIONS				
List any allergies or other conditions that could affect emergency treatment:				
List physical or health restrictions that could limit your effectiveness:				

EDUCATIONAL BACKGROUND					
High School					
Graduated?	<input type="checkbox"/> Yes <input type="checkbox"/> No		If not, GED?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Name School(s) Attended:			City/State:		
College or Vocational School					
Graduated?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Major:		
School(s) Attended:			City/State:		
EMPLOYMENT HISTORY (List 3)					
List most recent employer first. Include fire and/or U.S. Military Service and volunteer service if applicable. If employment was under a different name, please indicate name.					
Employer:			Description of Duties and/or Responsibilities:		
Supervisor:					
Address:					
City:					
State:	ZIP Code:				
Telephone:					
Position(s):					
Dates of		to	Reason for Leaving:		
Employer:			Description of Duties and/or Responsibilities:		
Supervisor:					
Address:					
City:					
State:	ZIP Code:				
Telephone:					
Position(s):					
Dates of Employment:		to	Reason for Leaving:		
Employer:			Description of Duties and/or Responsibilities:		
Supervisor:					
Address:					
City:					
State:	ZIP Code:				
Telephone:					
Position(s):					
Dates of Employment:		to	Reason for Leaving:		
<i>If you wish to include additional experience, please attach the above information for each position on a separate sheet of paper.</i>					
REFERENCES					
List three (3) non-family references:					
Name:			Relation:		
Phone:			E-Mail Address:		
Name:			Relation:		
Phone:			E-Mail Address:		
Name:			Relation:		
Phone:			E-Mail Address:		

QUALIFICATIONS, SKILLS, & TRAINING

List any Fire/Rescue, EMS, and/or emergency management certifications you currently hold. Include expiration dates and certifying state, department, or agency. Please attach copies of your certifications to this application.

Certification	Certifying State/Department/Agency	Expiration Date

List any special qualifications, skills, certificates, training and/or licenses you hold.

CERTIFICATION & AGREEMENT

**This statement must be signed.
Please read the following statement carefully before signing.**

I understand that any information contained within this application may be verified and that all information obtained as a result of this application is confidential and will be used only for the purpose of determining employment. I understand that if I am hired by Spokane Valley Fire Department, I may be subjected to drug and/or alcohol testing and/or physical examinations. I agree to keep Spokane Valley Fire Department informed as to any changes of the information contained in this application (change of address, phone, convictions, traffic violations, etc.) I also understand that false statements or omissions of information will make this application void and may terminate my employment.

Applicants receiving a conditional offer of employment will be required to undergo and successfully pass a criminal background check. Criminal convictions are not an automatic bar to employment with Spokane Valley Fire Department. Considerations include, but are not limited to, the nature of the conviction, when the event occurred, and the relationship between the position applied for and the type of crime.

Signature of Applicant

Date

Printed Name of Applicant

**SPOKANE VALLEY FIRE DEPARTMENT
APPLICATION FOR VETERAN'S PREFERENCE**

RCW 41.04.010, as amended by House Bill 1065, provides for a veteran's preference to be added to the final passing score on written examinations for certain veterans in the recruitment and selection process. Additionally, RCW 73.16.010 provides for a preference in hiring for certain veterans and their widows or widowers. If you believe you are eligible to be considered for preference under either RCW, you need to complete and submit this questionnaire.

PLEASE READ THE ELIGIBILITY REQUIREMENTS CAREFULLY. Applicants claiming veteran's preference eligibility will be required to provide documents to verify eligibility such as a DD214 or other appropriate service discharge record.

1) VETERAN'S STATUS:

- A. I have served on active military duty, as a member in a branch of the armed forces of the United States or as a member of the women's air forces service pilots, during a period of war or in an armed conflict, as defined in RCW 41.04.005: WWI, WWII, the Korean Conflict, Vietnam Era (2/28/61 – 5/7/75 if served in the Republic of Vietnam; 8/5/64 – 5/7/75 if served elsewhere); Crisis in Lebanon, Invasion of Granada, Operation Just Cause (Panama); Operation Restore Hope (Somalia); Operation Uphold Democracy (Haiti); Operation Joint Endeavor (Bosnia); Operation Noble Eagle; Operation Desert Storm; Operation Enduring Freedom; Operation Iraqi Freedom.
- B. I have served on active military duty, as a member in a branch of the armed forces of the United States or as a member of the women's air forces service pilots, but **not** during a period of war as defined in RCW 41.04.005.
- C. I am a veteran of any war of the United States, or of any military campaign for which a campaign ribbon has been awarded.
- D. I am a widow or widower of a veteran qualifying under item 1C (listed above).

2) DISCHARGE STATUS:

- A. I have/will receive an honorable discharge.
- B. I have/will receive a discharge for physical reasons with an honorable record.
- C. My spouse received an honorable discharge or discharge for physical reasons with an honorable record.

3) RECEIPT OF VETERAN'S BENEFITS:

- A. I am not receiving any veteran's retirement payments.
- B. I am receiving veteran's retirement payments.

4) RECEIPT OF VETERAN'S PREFERENCE IN APPOINTMENT:

- A. I have never been granted veteran's preference to obtain an appointment to a position with the State of Washington or a political subdivision or municipal corporation.
- B. I have previously been granted veteran's preference and obtained an appointment to a position with Spokane Valley Fire and was afterward called or recalled to active military service for a minimum of one year during a period of war, and I am now seeking a promotion with Spokane Valley Fire.

I understand that if any of the above statements are demonstrated to be false, I will be disqualified from employment with Spokane Valley Fire. I also understand that if employed, any misrepresentation of facts regarding my receiving veteran's preference is sufficient cause for dismissal.

Print Name

Position Applied For

Signature

Date

Veteran's Preference Approved: Yes No Preference Points Available To Be Granted: 5% 10%
Eligible for preference under RCW 73.16.010 only (no written exam administered)