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# Florissant Valley Fire Protection District

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## Administrative Standard Operating Guideline

<b>SOG NAME</b> – Office Secretary	<b>SOG NUMBER</b> –
<b>Effective Date:</b> 01/01/2026	<b>REVISION DATE</b> –

This policy guideline was created through a joint labor and management collaboration process. Where this guideline fails to cover an unintended issue, it is assumed that district officers shall be empowered to resolve issues with input from labor representatives until the ASOG is formally modified.

### **Scope:**

The following description identifies the specific job-related duties, tasks, functions, and responsibilities for the position of Office Secretary .

### **Purpose:**

The following job description specifies the daily responsibilities required for the position of Office Secretary. This ensures that the Florissant Valley Fire Protection District maintains high efficiency and professionalism.

### **Minimum Qualifications:**

1. The following are the **minimum qualifications for Office Secretary** of the Florissant Valley Fire Protection District.

2. When seeking to fill the position of Office Secretary, the Fire Chief and/or Fire District Board of Directors reserves the right to require more or fewer qualifications than listed below.

- Work Schedule: 40 Hour Work Week, Monday through Friday.
- Minimum 5 years prior related work experience preferred
- Working knowledge of personnel benefits and/or HR administrative functions
- Ability to learn new software programs on an as needed basis, skillful in using the following programs including, but not limited to: Google, Microsoft Office programs such as Word, Excel, Access, Powerpoint, and Adobe. Knowledge of payroll systems preferred.
- Ability to multitask, prioritize and be flexible with changing business needs in a team environment as well as manage deadlines and time constraints.
- Customer focused, detail oriented, good team member.
- Excellent written and verbal communication skills
- Ability to handle confidential information with discretion.
- College Degree in related field preferred

**Department Chain of Command:**

1. The Office Secretary is directly responsible to the Office Manager for all items about the department's daily operation.

**Administrative Staff Duties:**

1. The following are the general duties/responsibilities of the Office Secretary:
  - Although the Office Secretary will be considered an hourly pay rate employee, because of their capacity, being privy to sensitive and executive information, he or she shall hold the confidence of that information or any Fire District business at all times. Any violation of this confidence may be considered ground for disciplinary action.
  - The Office Secretary shall conduct themselves in a courteous and highly self-disciplined manner with respect to the public.
  - Handle medical records requests from patients, attorneys, record retrieval companies, hospital trauma centers, county medical examiner, and other outside agencies.
  - Update the billing agency/EMSMC with patient insurance information.
  - Produce the run report for the weekly board meetings.
  - Process fire report requests.
  - File and maintain log of ambulance records released.
  - Review and edit monthly Collection Report and submit changes to the billing agency.

- Enter vehicle maintenance records.
- Scan ambulance payments, upload to the billing agency.
- Process credit card payments on permits, fire reports and ambulance record prepaids
- Scan medical records and other documents as needed.
- Order & Maintain Office and Kitchen Supplies.
- Produce the Firefighter Shift Calendar each year.
- Make copies and assemble training or operational manuals for Staff Members.
- Produce reports for the Fire Marshal when requested.
- Perform postage machine downloads and software upgrades.
- Maintain copier and track toner usage and send copier meter readings in.
- Order business cards for employees and other printed documents.
- Open and Distribute Mail.
- Answer Phones
- Customer Service.
- Any other duties as specified by the Office Manager.
- Prepare and update as needed procedures on the above.

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**The Office Secretary will always serve and act with integrity and honor. They will act and perform in a manner that prioritizes the needs of our community and its members, attempting to solve every problem faced or presented by the public and the members of the Florissant Valley Fire Protection District with urgency, empathy, and compassion.**