



GREATER NAPLES FIRE RESCUE DISTRICT APPLICATION HIGHLIGHTS

November 11, 2019

Receptionist

Application [Click Here](#)

Requirements:

- High School Graduate or equivalent.
- Experience answering multiple phone lines.
- Demonstrate the ability to navigate the internet and other web based communication mediums.
- Demonstrate effective communications skills including writing, basic typing, telephone answering and email communications.
- Possess confident interpersonal skills and ability to work in a self-directed environment.
- Ability to provide information and service to a wide range of internal and external contacts.
- Possess a current Florida Driver's License
- Signed and Submitted Tobacco Free affidavit
- The position is full-time- must be able to work Monday through Friday, 8am-5pm
- Physical requirements include some combination of stooping, kneeling, and the lifting, carrying, pushing, and/or pulling of objects and materials up to 40 pounds.

Salary Range \$20,800-\$26,000 dependent on qualifications, attractive benefits package including, medical, dental, vision, and life insurance, paid vacation and personal days and inclusion in the Florida Retirement System. EOE employer. Email questions to dschwarz@gnfire.org

All applications must be hand delivered in a sealed envelope or mailed to:

Greater Naples Fire Rescue District

Attn: HR/Receptionist

14575 Collier Blvd. Naples, FL 34119

Faxed or emailed applications will not be accepted.

Incomplete applications will not be processed. Please attach copies of certificate(s) and/or degree(s) pertinent to position. To claim Veteran's Preference, a copy of your DD214 (long form) and the applicable VP form 1,2or3 must be submitted at the time of application. Due to the anticipated volume of responses, we will contact only those candidates who most closely match our requirements.

Application deadline: December 15, 2019

Additional requirements if selected for an interview may include: an oral interview, a computer proficiency test, a background check, submitting a Drivers License Record, and/or passing a pre-employment physical including a drug screen test.

Greater Naples Fire Rescue District

Job Classification

Position Title: Receptionist

Rank: Civilian

Reports To: Section Manager

Management/ Supervisory Responsibilities: N/A

FLSA Status: Non-Exempt

Probationary Period: 6 months

Approved By: K. Schuldt, Fire Chief

Date: November 21, 2019

1. Introduction:

The individual appointed to the Receptionist position for the Greater Naples Fire Rescue District (District) serves as first point of contact for the community members and employees of the District by providing telephone, email, clerical support, and customer service.

2. Summary Description:

The Receptionist provides the primary telephone support by directing incoming calls to the appropriate staff member, directing callers to the website when necessary, assisting the customer with navigating the website and in some circumstances completing data entry of the provided information, and taking messages when requested. He/she is responsible for ensuring a positive first impression to all encountered District customers. Provides a variety of routine clerical tasks, assignments, and duties.

3. Nature of Work:

Telephone, computer and clerical support.

4. Physical Requirements:

This individual is primarily subject to sedentary work and must be able to use the fingers to make small movements such as typing, writing, picking up small objects, or pinching fingers together. Must be able to hear average or normal conversations and receive ordinary information. Frequent movements using the wrist, hands, and/or fingers are regularly required. Average, ordinary visual acuity necessary to prepare or inspect documents or products, or operate computer and office equipment is required. Must be able to routinely exert up to 10 pounds of force including lifting and bending.

5. Illustrative Tasks:

- Answers District telephones in a courteous and timely manner; assists callers with questions regarding programs, services, or procedures; refers callers to other staff members as appropriate; takes messages.
- Responsible to review telephone answering system, and ensure the introduction message, directory, extensions, and voice mail system, is concise, accurate, appropriate and serviceable.

- Answers District email in a professional and timely manner; assists with inquiries, requests, and confirmations, assists with questions regarding programs, services, or procedures; refers specific or general inquiries to other staff members as appropriate.
- Receives, screens, and assists visitors; provides information; and/or directs visitors to appropriate staff members or Section. Provides information regarding District programs.
- Receives, dates, and distributes incoming mail. Assists in preparing outgoing mail.
- Retrieves information from District databases or records as requested.
- Assists in document production for public records.
- Provides forms, applications, receipts or other documents to visitors upon request.
- Coordinates meeting room schedules for both the public and District related functions.
- Operates a personal computer, telephones, copier, and other general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.
- Maintains and ensures assigned work station and areas of responsibility are clean, organized and serviceable.
- Performs other related duties as required.

6. Supervisory Responsibilities:

- N/A

7. Required Knowledge, Skills and Abilities (KSA):

To perform this job successfully, an individual must be able to demonstrate each essential duty satisfactorily. The following descriptions are representative of the knowledge, skill, and/or ability required.

- Demonstrate the ability to prioritize multiple demands.
- Demonstrate the ability to promote a positive morale among personnel.
- Possess the skill and demonstrate the ability to work cooperatively with others.
- Demonstrate the ability to navigate the internet and other web based communication mediums.
- Demonstrate effective communications skills including writing, basic typing and email communications.
- Capable of driving passenger vehicles.

8. Requirements and Qualifications:

- Possess a High School or equivalent diploma.
- Possess and maintain a valid Florida Driver license.
- Shall be available to attend training to maintain current knowledge in all areas of his/her job by attendance at recognized seminars, conferences, and training.

9. Disclosures:

ADA Compliance Disclosure: The Greater Naples Fire Rescue District complies with the American with Disabilities Act (ADA). Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This description

reflects management's assignment of essential functions; it does not prohibit or restrict additional tasks that may be assigned. This job description is subject to change at any time.

Description Disclosure: This job description is not a contract of employment or a guarantee of continued employment. The Greater Naples Fire Rescue District has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.



GREATER NAPLES FIRE RESCUE DISTRICT POLICIES

Approved:
01/12/2016

Revised:

POLICY # 901.4

Smoke and Tobacco Free Workplace

Purpose

To provide for the implementation of a smoke and tobacco free workplace.

It is the practice of the District to comply with all federal, state and local ordinances regarding smoking of tobacco products in the workplace. This practice is made pursuant to the mandates of the Florida Clean Indoor Air Act.

It is the desire of the District to promote a healthy environment for workers and the public and to reduce insurance and other costs related to health problems and illnesses which may be caused by or exacerbated by exposure to tobacco.

Policy

It is the policy of the District to provide a safe and healthful work environment. Smoking or use of tobacco products or electronic smoking devices is prohibited in any District facility or on any District campus. This policy shall apply equally to employees. At no time shall any employee use tobacco products while on duty or in any District workplace.

Smoking or use of tobacco products is prohibited in all District vehicles.

Smoking is prohibited to all visitors or members of the public at all times in all public places, at all public meetings and in all enclosed areas within any District facility.

All responsible parties shall take immediate action with respect to any reported violations occurring within District buildings and to take any actions and follow any procedures that are necessary and proper to cause any violations to cease, including disciplinary, legal and/or administrative remedies.

The District shall post signs in all District facilities and campuses indicating that smoking and the use of tobacco products is prohibited pursuant to the Florida Clean Indoor Air Act.

The Fire Chief or designee shall strictly enforce this prohibition administratively on behalf of the District.

All violations shall also be considered a violation of District Policy and the Florida Clean Indoor Air Act, Florida Statutes, and will be subject to disciplinary action.

Definitions: The following terms shall have the meanings indicated:

DISTRICT FACILITY- Any building or any portion of any building owned by or leased to the District and used for governmental purposes.

ORIGINAL SIGNED
BOFC

Page 1 of 2

Smoke and Tobacco Free Workplace

DISTRICT VEHICLE- Any vehicle owned, leased or operated by the District and used for governmental purposes.

PUBLIC PLACE- The term shall mean all enclosed, indoor areas used by the general public in any District building, all external dining areas, and all areas located within 30 feet of an entrance of any District building. The term "public place" does not include areas which are not used by the general public.

SMOKING- Possession of a lighted tobacco product or electronic vapor device.

TOBACCO or TOBACCO PRODUCTS- Tobacco of any kind, including the use of smokeless tobacco, "spit" tobacco, electronic cigarettes, cigars, cigarettes, pipes or any other smoking material or device.

Greater Naples Fire Rescue District

Policy # 901.4 Smoke and Tobacco Free Workplace

Approved by:

Date: 11/12/2016

Board of Fire Commissioners

Jeff Page

Chuck McMahon

Brian Cross

Charles Cottiers

Steven Hemping

Kevin Gerrity

Robert Boyer

David Stedman