



**HR-JD-135 – VOLUNTEER (NON-DRIVING)**

**REPORTS TO:** ADMINISTRATIVE ASSISTANT  
**FLSA STATUS:** VOLUNTEER  
**CLASSIFICATION:** HR-JD-135 – VOLUNTEER (NON-DRIVING)  
**WORK SCHEDULE:** VARIABLE

**GENERAL SUMMARY:**

The Non-driving Volunteer will perform a variety of tasks depending on project deadlines for the Heber-Overgaard Fire District. This will include answering phones and other administrative tasks as assigned by the Chief Officer’s, Administrative Assistant or On-Duty Supervisor. Works as a team member with other District staff to ensure smooth and seamless operation of day-to-day operations within the District. Maintains positive working relationships with staff, supervisors, members of the public and neighboring agencies. Upholds to the highest standards the District’s mission and values.

**SUPERVISION RECEIVED:**

Works under the supervision of a Chief Officer, Administrative Assistant, Fire Captain, and/or his/her assigned representative in the absence of the Chief Officer or Administrative Assistant.

**SUPERVISES:**

None

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Responsible for providing excellent customer service internally and externally by; answers phones, greet and interact with the public in a professional manner and maintains positive working relationships with customers, clients, vendors and employees of the Heber-Overgaard Fire District.
- Type letters, memorandums, prepares presentation documents, correspondence, reports: conducts research and compiles data for administrative analysis of data and other materials from verbal direction, rough draft, taped or handwritten copies or notes as required.
- Under the direction of the Administrative Assistant may be tasked with maintaining sensitive and confidential files, records and materials specific to the office of the Fire Chief and District employees. Organizes and maintains department records and files and effectively organizes the office environment and the District’s filing system.

**MINIMUM QUALIFICATIONS:**

- 18 years of age or older
- High school diploma or G.E.D. equivalent
- Possess and maintain a valid Arizona Driver’s License
- Speak, read, and write the English language

**It is the mission of the Heber-Overgaard Fire District to serve the people and to protect lives and property by providing fire, rescue, and emergency medical services.**

**2061 LUMBER VALLEY RD, OVERGAARD, ARIZONA 85933**

- Must have satisfactory results and pass the background screening
- CPR & First Aid Certified within 3 months of service

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Working knowledge of...
  - Basic mathematics, English usage, spelling, grammar, and punctuation.
  - Modern business communications, including style and format of letters, minutes, and reports.
  - Office procedures including telephone communications, office systems, and records retention.
  - Basic accounts payable, accounts receivable and payroll functions.
  - Budgeting and financial reporting.
  - Policy, procedures, and services provided by the Fire District.
  - Human resource principles and District benefits
  - Administrative requirements of Arizona Revised Statutes in regards to Special Districts.
  - Word processing, data base, presentation, accounting, and photo editing, and desk top publishing applications.
- Ability to...
  - Maintains regular office hours.
  - Establish and maintain effective, positive, and courteous working relationships with elected officials, district personnel, outside vendors, and members of the general public.
  - Understand and perform duties as described.
  - Effectively communicate in both written and verbal format
  - Address complaints and if able, resolve problems within scope of duties and responsibilities.
  - Establish priorities, work independently, and accomplish objectives.

**PHYSICAL DEMANDS:**

- Must possess the mental ability to reason and make judgments
- Must possess the ability to understand and follow oral instructions
- Must be able to understand and follow written instructions
- Possess the ability to guide and/or give instructions
- Must possess the ability to make decisions in accordance with established procedures and policies
- Must be able to speak and understand English in order to answer telephones and radios. Must be able to communicate verbally with the general public, vendors, supervisors and other employees
- Hearing must be adequate to communicate with the general public, vendors, supervisors, and other employees
- Ability to read and understand text
- Ability to perform simple arithmetic operations quickly and accurately and to perform more complex operations utilizing a calculator, adding machine or other measuring devices
- Ability to visualize objects of two or three dimensions, or to think visually of geometric forms
- Must have manual dexterity to use telephone, radio, calculator, copy machine, fax machine, manipulate computer keyboard and mouse
- Occasionally must lift, push/pull, carry/hold materials or equipment in excess of 20 pounds from ground to waist, at waist level, waist to shoulder, and above shoulder level
- Ability to stand for 1+ hour per day
- Ability to sit for 1+ hours per day
- Ability to walk for 15 minutes per day
- Walking occurs over generally flat terrain

- Must be able to occasionally stoop, kneel, or crouch
- Must be able to frequently reach, handle, manipulate, and feel
- Essential job function vision includes peripheral vision, close vision, and focus

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those, personnel will encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is primarily performed in a professional office setting. While performing the functions of this job, the employee is frequently required to sit at a desk, work on a computer, answer telephones, and to communicate by radio. The employee must be able to stand, talk and hear. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required of this job include close vision and the ability to adjust focus. The position is subject to exposure to high stress situations or environments, including contact with the public. The noise level in the work environment is generally quiet. However, the office is contained within a fire station and at times the area is subject to dispatch traffic, alert tones, engine noise, sirens, and air horns. Firefighters also occupy the facility and perform a number of functions in and around the office.

**EQUIPMENT USED:**

Personal computer connected to a network, printers, copier, fax machine, postage machines, multi-line phone with voicemail system, paging system, document binder, laminator, base radio, and other general office equipment.

The physical demands, work environment characteristics, and working conditions described here are representative of those that must be met or will be encountered by an employee while successfully performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the District and employee and is subject to change by the District as the needs of the District and requirements of the job change.*