



Job Description

(Approved: April, 2025)

This job description summarizes the responsibilities, qualifications, effort and working conditions and key performance indicators related to the position for someone to perform at a satisfactory level. This job description is not about the person but rather about the position. Certain individuals may be over or under qualified for this position. Certain individuals may over or under perform in this position.

Job Title: Protective Services Clerk

Report to Title: Fire Chief/CEMC

POSITION DETAILS

Position status: Full-time

Departments: Protection Services (Fire, Emergency Management, Health and Safety)
Administration Services (Accounts Receivable, Corporate Communications, Records Management)

Pay method (Salary or Hourly): Salary

Group Benefits: Yes

Normal workweek: 35 Hour work week

Overtime: Pre-approval required (Policy 3.40 Flex & Overtime for non-managers)

On Call: No

Organization Name Values/Vision/Mission Statement

A Welcoming, Safe, And Inclusive Rural Community For Life.

A – RESPONSIBILITIES (includes accountabilities)

To perform this job satisfactorily, an individual must be able to perform each of the responsibilities listed successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform these responsibilities.

1) Scope of Position

- General Administrative Services (customer service, counter reception, finance, township communications, records management support)
- Administrative assistant to the Fire Chief /CEMC
- Administrative assistant to the Health and Safety Coordinator and the Township's Joint Health and Safety Committee.

2) Key Responsibilities

Fire and Emergency Services

- Provides exceptional customer service through front counter, email, telephone and website customer service requests.
- Provide detailed administrative, clerical and information management support to the Fire Chief.
- Schedules and coordinates meetings, conferences, travel and accommodations.
- Excels with technology, computer applications and web portals i.e. Word, Excel, PowerPoint, FirePro, County Intranet, E-forms, electronic records management (Laserfiche), OFM, RFSOC, EMO, MTO, ARIS, InFuse.
- Maintains detailed information on personnel, incidents, inventory, payroll, by-laws and fire service activities required for legislative compliance.
- Processes correspondence, develops reports, budgets, payroll, training, fire prevention, education information and reports, maintain and create forms.
- Coordinates ordering and maintains inventory control of office supplies, fire service supplies and Emergency Operations Centre supplies and materials.
- Develops fire service communications, maintain fire service social media and website,
- Familiar with policies and procedures of the department, updating Standard Operating Guidelines as directed.
- Prepares fire pay attendance summaries for payroll and fire reports for the Township of South-West Oxford Fire Services.
- Invoicing for various municipal fees associated with the fire and by-law department's services.
- Completes and reconciles Fire Chief monthly credit card statement

- Maintains filing system, both hard copy and digital for all fire personnel files and department needs.
- Generates reports and maintains records regarding Standard Incident Reports to the Ontario Fire Marshal's Office
- Interacts with District Chiefs as directed by the Fire Chief. Prepares meeting agendas, as required.
- Interacts with the public, receives and processes requests for service inspections under the direction of the Fire Chief.
- Conducts and responds to file searches
- Maintains department training records.

Emergency Management Program

- Maintains Township Emergency Response Plan and appendices, contact lists as directed by the Fire Chief/CEMC.
- Develops emergency management communications, maintains emergency management social media and website,
- Maintains and compiles information and data required for legislative compliance.

Health & Safety Program

- Provide administrative support to the Township's Health and Safety Committee (preparation of agenda, minutes, attendance at meetings).
- Review and update of Township health and safety policies as required and in consultation with the Township's Joint Health and Safety Committee.
- Provide monthly reports to the H & S Coordinator (Fire Chief/CEMC) in regards to training requirements, inspection status, policies etc.
- Data entry, tracking and maintenance of records for all aspects of Health & Safety.
- Development of draft policies and procedures.
- Produces a variety of reports, forms, guidelines, routine and confidential memoranda, Ministry of Labour documents and letters.
- Maintain Safety Data Sheets throughout the Township.

Administration Services

- Regularly carries out basic financial tasks such as processing transactions, recording and entering data, handling minimal amounts of cash, purchasing of departmental supplies.
- Answering and directing phone calls, faxes, general email from the public and assisting the public at the front counter.
- Serve as backup to Building Department administration – scheduling appointments for the building inspector, assisting public with permit applications.
- Other administrative duties, as assigned.

Township Communications

- Staff contact for Township website updates/communications.
- Phone Systems Coordinator – manage telephone and voice mail systems for Township Office, including adding and deleting users, modifying user extensions and mailboxes and troubleshooting.

Records Management

- Provides assistance to the Township's Records Management Coordinator in relation to the maintenance of Township records (paper and electronic).

Internal and External Contacts

- Work involves frequent contact with the public, other levels of government/agencies and with a wide variety of staff to provide or obtain information and service that is important to the operation of the municipality. This requires appropriate tact in order to obtain co-operation and approval of action.

2A Operations and Program Delivery

- with public either by phone or in person.

2B Human Resources

- Does not supervise employees.
- Does not indirectly supervise employees.
- Provide staff orientation for Health & Safety policies and procedures
- Maintains confidential files for the fire department.

2C Material Resources

- Township computer

2D Information Resources

- Data base and records – corporate records, incident data, material safety data sheets, equipment and training for fire department and corporate records management program.
- Incident reports.

2E Spending, Budgets and Internal Control

- No direct spending approval
- No investing decisions made.

2F Health & Safety

- Everyone at the Township of South-West Oxford has a responsibility to work in a healthy and safe manner and to follow all Township Health and Safety Guidelines (policies and procedures).

2G Other

- Other duties as assigned.

3) Key Relationships to Be Managed

External

- Ontario Municipal Health & Safety group (Daily).
- Website/LRIS programmers - email/phone/meetings (Ongoing).
- Communicate with counterparts at other municipalities in Oxford County (Ongoing).
- Fire Services of Oxford County.
- OFM, MTO, EMO, Oxford County OPP (Ongoing).

Internal

- Reporting directly to Fire Chief (daily) and other Dept. Heads/Supervisors (as necessary).
- H & S inspections - Ongoing.
- Co-workers on a daily basis.
- Members of the Fire Department on a daily basis.

Public Relations

- Assisting the Township with coordination of fire prevention and emergency management requests and public education communication and events within the Township.
- Assisting with the delivery of fire and emergency management public education messages through social media and other Township communications.

4) Creativity

- Initiative and creativity are required - researching, maintaining website, developing public education and communications: Health and Safety, Emergency Management and Fire Services.

5) Autonomy

- Work independently and with other staff on a daily basis.

B – QUALIFICATIONS

The qualifications in this section include the competencies required to satisfactorily perform the responsibilities listed. Candidates may not possess the exact qualifications listed but have a reasonable equivalent usually through experience as approved by the CAO.

1) Formal Education and Training

Diploma/degree/certificate

- 3-year College or specialized program in Fire and Emergency Services, Emergency Management, Public Administration, Business, Accounting or related discipline is preferred.

Professional designation/certification

- WSIB

License

- Valid Class G Driver's License

Other systematic formal instruction

- MS Office
- Umbraco - Website
- Graphics software - Canva
- FirePro
- Laserfiche
- Map It (GIS)
- Social Media (Facebook, Twitter, Instagram)
- Great Plains

2) Ongoing Personal Development

- LRIS training
- Health and Safety Act and Regulations changes
- Website software changes
- FirePro
- MS Office
- AMCTO and OFMEM courses are encouraged

3) Work Experience

- At least 1 year of related work experience

4) Decision Making Authority and Judgment Skills

- Research and make recommended corrections, draft new procedures, etc.
- Project guidelines/parameters.

5) Problem Solving Skills

- Ability to review policies and procedures and recommend changes and efficiencies
- Ability to review Fire Department Standard Operating Guidelines (SOG's) and recommend changes and efficiencies.
- Ability to provide assistance with online training for fire department.

6) Interpersonal and Communications Skills

- Positive Attitude
- Sustains Relationships
- Cooperates with others
- Mature/Good judgment/Trustworthy
- Teamwork
- Develops trust with all stakeholders
- Speaks truthfully
- Listens

7) Leadership Skills

- Safety minded individual
- Proactive approach to tasks
- Shows initiative (self starter)
- Demonstrates integrity and honesty
- Shows flexibility

8) Personal Organization and Time Management Skills

- Ability to multi task
- Independently sets goals, objectives and priorities
- Efficiently manages time and priorities
- Follows through to ensure timely completion of tasks
- Works to ensure thoroughness and accuracy in completion of tasks
- Handle fast pace and many interruptions
- Quick learner

9) Other Required Skills (practiced ability) not already listed above

- Computer equipment and software
- Reasoning
- Critical thinking
- Analysis
- Customer service
- Planning

10) Required Knowledge (familiarity gained through experience) not already listed above

- Requires a medium degree of knowledge

C – EFFORT & WORKING CONDITIONS

1) Physical Effort and Environment

- Low physical effort in a pleasant environment (office).

2) Mental Effort and Environment

- Medium to high mental attention to detail and concentration required in low stress environment.

D – KEY PERFORMANCE MEASURES

1. Booking appointments and inspections at time of request.
2. Enter permits and prepares inspection reports within 2 business days
3. Fire call-out invoicing within 60 days of incident/call-out.
4. Track Health and Safety inspection requests.
5. Maintain data and files for fire services.
6. Issuing Open Air Burn Permits.

E – SIGN OFF

Job description reviewed by Protective Services Clerk.

(Print Name)

(Signature)

Date: _____

Supervisor: _____
Fire Chief/CEMC