

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Fire Technology Program Assistant

BASIC FUNCTION: Under the supervision of the Dean or Director, assists in administering Fire Technology tests, performs a variety of clerical duties, aids in scheduling courses, helps in processing student records related to enrollment, and assists with registration.

1. Answers phones, assist students/visitors with general questions regarding Fire Technology courses and programs.
2. Assists students regarding questions and/or issues pertaining to State and National Fire Training classes.
3. Identifies resources that provide information to assist students, staff, faculty and the community on national, state and local policies and regulations as they relate for State and National Fire training courses.
4. Assists in developing and maintaining a list of qualified instructors meeting the standards of State fire Training, national Wildfire Coordinating Group (NWCG) and other similar accrediting agencies.
5. Assists in developing of an annual schedule of state Fire Marshal/NWCG courses.
6. Aids in scheduling testing/orientation appointments for Fire Technology courses.
7. Assists in entering and scanning tests and documents for Fire Technology.
8. Helps to maintain files and records.
9. Aids in entering data for State and National Fire Training programs.
10. Assists in processing paperwork submitted by faculty, staff and students.
11. Assists with the intake of student applications for the college, State, and national Fire Training courses.
12. Conducts general follow-up with students via telephone and e-mail related to inquiries received.
13. Participates in College, District and State Fire in-service training programs.
14. Maintains a friendly, supportive atmosphere for students, faculty, staff, and the public.
15. Perform other duties related to the position, as assigned.

EDUCATION: Graduation from high school or GED equivalent.

EXPERIENCE: Two years of closely related experience is highly desirable.

KNOWLEDGE: Requires ability to read and understand local and state policies regarding Fire Training programs.

ABILITY TO: Demonstrate excellent customer service and be able to work effectively with people of various ages, cultures.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, other departmental staff, supervisors, students, public