

California Fire Chiefs' Association Administrative Fire Services Section Professional Recognition Program



Task Book for the Professional Designation of Administrative Fire Services Section Level One

Task Book Assigned to:

Task Book Initiated by:

Official's Name, Title, and Telephone Number:

Location and Date of the Task Book Initiation:

Location and Date of the Task Book Completion:

The material contained in this book accurately defines the performance expected of the person fulfilling the position for which it was developed. This task book is to be used as a position qualification document in accordance with the instruction contained in the California Fire Chiefs' Association *Career Development Guide*.

Prerequisites

In order to participate in this program, the applicant must be an employee of a recognized fire protection agency within the State of California. The applicant may be full time or part time, permanent or temporary. This designation program only deals with his/her ability to perform the knowledge, skills and abilities noted in this program within the context of a fire protection agency and no other.

Instructions

A Position Task Book (PTB) has been developed for the entry level administrative positions within the California fire service. There will be a subsequent PTB developed for an advanced level. Each PTB lists the performance requirements (tasks) for a specific level in a format that allows a trainee to be evaluated against written guidelines. Successful performance of all tasks, as observed and recorded by an evaluator, will result in a recommendation to the California Fire Chiefs' Association that the individual should receive professional recognition in that position.

Evaluation and confirmation of the individual's performance of all tasks should, when possible, involve more than one evaluator. The evaluation can occur in day-to-day observations, as a result of classroom exposure, or it can be from examination or interviews of the nominee. All types of work conditions may be employed to observe the task completion. It is very important that performance be critically evaluated and accurately recorded by each evaluator. All tasks must be evaluated before submittal. Every effort should be made to find the best references, resources, training, and exposure to prepare the person for success. Every effort needs to be made to ensure fair and appropriate evaluations in order for the process to be meaningful. The agency is expected to use the *Career Development Guide* to measure the level of proficiency of the applicant.

Position Task Book Completion

When the task book is completely signed off, it is up to the applicant to obtain three (3) evaluations. These evaluations shall be conducted by personnel having a working relationship with the applicant, but who are not the individuals signing off the individual task. They may include line or staff personnel, or even personnel from other agencies with knowledge of the applicant's performance. The applicant shall review the task book with his/her immediate supervisor before submitting it to the Chief of the Department.

The Chief of the Department will review the task book upon its completion. If approved, the task book will be forwarded to the California Fire Chiefs' Association, along with appropriate fees, and a professional recognition certificate will be issued.

Task List

Code: There are three codes that may be entered in the check-off list:

- C Classroom
- O Observation on the job
- E Examination

Task	Date	Evaluator	Notes	Code
Telephone proficiency				
Processing basic fire and EMS reports				
Completion of ICS 100				
Operating automated office equipment and computer systems				
Basic map reading skills				
Utilizing agency Standard Operating Procedures and Guidelines				
Handling complaint procedures				
Proficiency in distribution of agency information				
Basic maintenance of office supplies				
Workspace maintenance				
Proficiency in records management				
Processing written materials				
Basic customer service skills				
Resolve conflicts and confrontational events				

Task	Date	Evaluator	Notes	Code
Basic problem solving/Decision Making				
Understand agency Mission Statement				
Understand basic work ethics				
Understand agency structure				
Understand specific fire agency programs and activities				
Understand organizational structure				
Basic radio skills				
Understand public education needs				
Utilization of time management techniques				
Basic written communication skills				

**Verification /Recommendation of Completed Task Book
for the Position of
Administrative Fire Services Section
Level One**

Supervisor's Final Evaluation and Verification

I have reviewed this task book and the included evaluations and recommendations.

Applicant's name

has performed satisfactorily as a trainee and should therefore be given professional recognition at this level.

Evaluator's signature

Date

Evaluator's printed name, title, and phone number

Agency Endorsement

I attest, based upon the information provided, that the above named applicant has met the requirements for professional recognition for this position and that such recognition should be issued by the California Fire Chiefs' Association

Fire Chief's signature

Date

Printed name/agency name/phone number

Received by CFCA		Date
Approved by President		Date
Certificate issued		Date
Candidate's File Returned		Date

