



**POLICY MANUAL**  
**ADMINISTRATION POLICY**  
**EMPLOYEE JOB DESCRIPTIONS**

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FIRE OFFICE ASSISTANT (EXEMPT)

POLICY #AP3.18

Approved June 2026

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**Purpose:**

The District of Port Hardy Fire Department seeks a highly adaptable, positive, and technologically proficient administrative professional to support the Fire Chief and the department's evolving operational needs.

The Fire Office Assistant plays a critical role in ensuring the Fire Department functions efficiently by coordinating administrative processes, managing reports and documentation, supporting financial and purchasing duties, and assisting with the Chief's day-to-day operational needs.

This position requires flexibility, initiative, and the ability to work both independently and collaboratively in a fast-paced, changing emergency services environment.

**Primary Responsibilities and Duties**

The Fire Chief Assistant is responsible for providing comprehensive administrative and operational support including, but not limited to:

**Administrative & Executive Support**

- Organizing and coordinating the Fire Chief's daily schedule, meetings, and priorities
- Drafting and preparing correspondence, letters, memos, and departmental communications
- Assisting with departmental reports and documentation requirements
- Supporting investigations and processing inspection-related paperwork

**Financial, Purchasing & Invoice Coding**

- Managing purchasing processes for the Fire Department
- Coding and processing invoices accurately and efficiently
- Maintaining records aligned with District financial policies and procedures
- Grant application writing and reporting
- Payroll support: regular reporting of the fire department members' work attendance to the District

**Records, Reporting & Emergency Call Support**

- Collecting and compiling report information for departmental submissions
- Updating and maintaining 911 call records and response documentation in FirePro
- Supporting reporting requirements for regulatory and operational compliance

**Technology & Software Management**

- Training in and ongoing use of **Fire Pro** software
- Supporting asset tracking and asset management through the new Asset Pool Software
- Maintaining accurate digital records across evolving platforms



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**Training & Staff Development Support**

- Updating the departmental Training Matrix
- Supporting the Learning Portal and training documentation systems
- Coordinating training-related record keeping and compliance tracking

**Office Systems & Document Management**

- Proficient use of Microsoft Excel and Microsoft Word for reports, tracking, and administrative tasks
- Managing filing systems, digital documents, and departmental records

**Website, Outreach & Public Communication**

- Assisting with Fire Department website updates
- Creating and scheduling social media posts and outreach communications
- Supporting community education, awareness initiatives, and public engagement

**Qualifications and Competencies**

The ideal candidate will demonstrate:

- Strong organizational and multitasking skills
- Ability to work under pressure and in rapidly changing environments
- Experience with administrative support, preferably in municipal or emergency services settings
- Proficiency in office software and ability to learn new technologies quickly
- Excellent written and verbal communication skills
- Professional discretion when handling sensitive departmental information
- A collaborative, respectful, and positive approach to workplace relationships

**Working Conditions**

- Office-based with frequent interaction with emergency services personnel
- Hours may vary depending on departmental needs and operational priorities
- Fast-paced environment requiring adaptability and responsiveness

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**Fire Office Assistant**  
**District of Port Hardy**

The District of Port Hardy is seeking a highly adaptable and motivated individual to support the Fire Chief and Fire Department operations.

DISTRICT OF PORT HARDY



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This dynamic role provides administrative, operational, and technical support in a fast-paced emergency services environment. Key responsibilities include coordinating the Chief's daily schedule, purchasing and invoice processing, maintaining records and reports, supporting training systems, managing assets and software platforms (including Fire Pro and Asset Pool), and assisting with communications, website updates, and community outreach.

The ideal candidate is positive, organized, and comfortable working both independently and as part of a team. Strong computer skills (Microsoft Office), attention to detail, and the ability to learn new technologies quickly are essential.

Flexibility in hours is required to meet the Fire Department's changing demands.  
Join a dedicated team supporting public safety and community service in Port Hardy.