



THE SIXTH BUGLE

VOLUME 14, ISSUE 2 AUGUST 2009

President's Message
Rhonda Grant
Stayton Fire

Every part of Oregon has its own special beauty and we are so blessed to live in this part of our country. We will be enjoying Oregon's coastal region at our upcoming conference October 14-16, 2009 at the Hallmark Inn & Resort in Newport Oregon. Our conference and education committee members have lined up a great program for you so be sure to check out the enclosed flyer to register and reserve your rooms early.

Dues invoices should be arriving shortly and I would ask that everyone take the time to update or fill out a new information sheet included with your dues statements. This information is used to keep our resource guide current. The guide is filled with information and reports that are a valuable resource and tool for you and your department. Please note the new mailing address of 1284 Court St, Salem OR 97301 and make this change on your software.

On page three there's a great opportunity for our members. If you've considered becoming more involved, here is your chance. If you think you can do it, you probably can. If you have questions, we will give you answers. Do you want to increase your knowledge, inspire others, broaden your skills, gain confidence, deepen friendships, make positive changes, obtain practical experience, help others succeed? Then you'll want to check this out.

I hope to see all of your beautiful smiles in a couple months at conference.

"If we all did the things we are capable of doing, we would literally astound ourselves." ~Thomas Alva Edison

OFSOA Conference 2009



October 14-16, 2009
Hallmark Resort,
Newport OR
"Back to Basics"

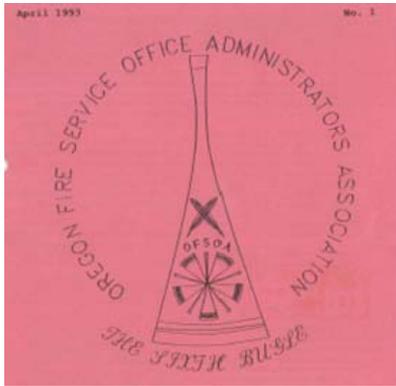
What are the qualities and attributes of 'Star Assistants'?

Here are the most desired qualities in order of priority based on survey results by Joan Burge, Founder and CEO of Office Dynamics.

1. Good communications skills, oral and written
2. Organizational skills
3. Team player
4. Interpersonal communication skills, detail oriented, positive, can-do attitude
5. Problem solving
6. Flexible, able to prioritize
7. Honest, helpful, accountable, trustworthy
8. Personal accountability, confident, ability to remain calm under pressure
9. Analytical forward thinking skills, integrity, proactive, authenticity, customer service focused
10. Time management, good listener, professional presence, confidentiality, focused, anticipation of needs, ethical

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Reprinted from first OFSOA newsletter in April 1993

Origin of the Sixth Bugle

Should there be any curious readers trying to work out the concept of “Six Bugles”, perhaps we should offer a brief explanation.

As we are all aware, our Chiefs wear an insignia with five well-earned bugles. There are several very liberal Central Oregon Fire Chiefs who acknowledge that there is a source higher than them and capable of wearing the sixth bugle. These chiefs, who will remain anonymous, have stated in public, that their secretaries and wives rate the sixth bugle.

It is from this well documented “fable” that the Oregon Fire Service Office Administrators coveted this log and motto.

OFSOA Beginnings... Back in 1974 or 1975, Donna Ingram of Oak Lodge, Lorna Olsen of Milwaukie, and Alyce Vick of Portland Fire Bureau decided to get together over lunch and do some networking. As we heard of other departments hiring secretaries or upon meeting other FD secretaries, we would invite them. Eventually we had a group of about 15-20 that would meet whenever the notion struck. We had people from as far as Canby, Lake Oswego, and Hoodland.

What’s Your Favorite Office ‘Tool’ and Why?

I have this bent up old letter opener in my desk drawer that I refuse to throw away because it’s one of my favorite, or at least most versatile, tools. It has tightened screws on my desk and chair, unjammed printers and copiers, fished out papers that fell behind my file cabinet, inserted and extracted spines in binders, and so on. I assumed many of you had similar items in your offices, thus the question. Here are the responses I received. Enjoy...

Diane Nave, Newberg Fire: My favorite office tool is a can of Lysol spray. My desk is in an open area, and it’s not unusual for department members to use my phone, keyboard, and pens while I’m gone. First thing I do when I come back to work is spray my telephone handset, and computer keyboard. And no, I’m not germaphobic, just careful about picking up other peoples cold and flu bugs.

(This next tool was very popular and received votes from several people.)

Julie A. Spor, Sisters-Camp Sherman RFPD: My favorite office tool is a Dymo LabelWriter Twin Turbo. It makes printing a single label so much more convenient!

Amy Anderson-Rice, Roseburg Fire: Dymo LabelWriter: you can print shipping/address labels out of one side of the machine and file folder labels out of the other side. You can order clear address labels for it that make your label look like you hand typed the envelope. I don’t know how I survived life before it. I bought it at Staples for \$199.

Janet Huston, Siuslaw Valley F&R: Dymo LabelWriter: It’s fast, easy, thermal printer rather than ink printer, stores lots of names and addresses, or will simply print the name and address on a given piece of correspondence. It’s the best!

Kris Rocha, Canby FD: I’d have to say our automatic stapler is my favorite time saving tool. I do a lot of copying and I can’t imagine putting all of the billing packets together that I do using a manual stapler.

Phyllis Palmer, Depoe Bay RFPD: Definitely dual monitors. I can still work on my projects while answering emails, tracking firefighter responses, and helping whoever else needs help in the office!

Kathie Cicerich, Boring Fire District: I could not live without my rubber finger. I know, it does not take much money to make my life easier at work, but my rubber fingers are the next best thing since shaved chocolate. They cost pennies on the dollar and one can get them at any office supply store.

Brenda Burks, Winston-Dillard FD: My favorite office toy is The Desk Apprentice Rotating Desk Organizer. It is from Staples. It has a place for everything. All files that are current that I am working on I can store right on my desk. It is awesome, and it makes me happy on a daily basis. All for the low, low introductory price of \$39.99.

Delaine Sherman at Illinois Valley Fire District: My favorite office “tool” is my desk and the office in which it is placed. I have ample space for storage, security, and working. My desk is placed in a way where I have nature at my front door and a simple interior design with a waterfall in the corner of the room, which is very soothing. I LOVE MY SPACE.

(continued on Page 3)

(Continued from page 2)

Pat Cane, McKenzie Fire: My favorite communication tool is my plantronic cordless headset. I use it daily and have the ability to move around most of the station with it. It's well worth the cost because of the stress it removes from your shoulders and neck. My favorite electronic tool is my electric stapler. It's quick, easier on the hands and wrists than a manual stapler, and can easily staple a stack of papers. My favorite small and most used "tool" is a 9"x 1½" plastic, dark pink ruler. I use it as a line indicator, especially on spreadsheets, a placeholder within folders for short-term use, to measure, and the bright color makes it easy to find among the papers on my desk.

Shirlee O'Conner, TVF&R: Wide screen monitor!!! It has made life so much easier being able to have documents open and useable side by side. The cost of a wide monitor isn't that much more than a regular width and I'd have paid for it myself if I'd known how much more work I can get done using it!

Susan Houck, Sisters-Camp Sherman RFPD: My favorite office tool is our Administrative Assistant Julie Spor. She has multiple purposes but my favorites are when she acts as a software expert and lifeguard (because she has saved me!). Took us two tries before we found her; initial cost minimal and now, well, priceless!

Rebecca Shiver-Singleterry, Willamette Valley Fire & Rescue Authority: My favorite office "tool" is my staff assistant, Anita DeVilliers! I learned a very long time ago that you cannot get the job done without the right tools and our office would be lost without her. Our office relies on her to help keep us up and running and she makes it her personal mission to see that we are operating at our best....greeting every person through the door as a friend, showing the utmost respect to everyone and making sure all our personnel, both career and volunteer, feel welcome and part of the family.

New Member Highlights

Region 2 Rep, Deb Keehn, would like to introduce you to several new members in her region...

Carrie Compton, Clerk III, Albany Fire Dept.

Carrie has been with AFD for three years; she currently works as the receptionist at the front counter; she joined OFSOA this year, 2009.

Carrie has two beautiful daughters, Clarissa 11 and Bianca 8. She states that the best part of OFSOA is the networking and meeting people in the fire service who work in similar job roles.

Karen Beckmann, Office Specialist, WVFRA

Karen has worked at WVFRA for four years. She runs the front desk and performs a variety of office duties. She joined OFSOA this year. She has a very loving family, with 15 nieces and nephews whom she adores! She loves the sunshine and traveling; in fact, in August she's going to Holland and Norway to visit friends. What she loves about OFSOA is the wonderful people; she had a ball at workshop and enjoyed meeting everyone.

Gwynn Irvin, Philomath Fire, P/T Admin Asst.

Gwynn has worked for Philomath Fire since Dec. 1, 2008. Her duties entail answering the phones, customer service, and all the accounting. This is her first job in the fire service. She joined OFSOA in January of this year. She moved here from the City of Manzanita on the coast. She has four children and nine grandchildren with her 10th due the end of August. She also has a one year old puppy named "Rufus".

For Members Only....

Nominations Sought for OFSOA Board

The two-year term positions of Vice President, Treasurer, Region 4 and Region 5 will be up for election at the 2009 conference in October. Serving on the board is a great experience and with the upcoming elections, members are encouraged to think about pursuing a board position.

There are four scheduled board meetings each year (January, at workshop in April, July, and at conference in October). The commitment of attending meetings, workshop, and conference can take time away from your daily

duties, however, serving as a board member is very rewarding. Those interested are encouraged to review the By-laws to gain a full understanding of the positions and process.

The nomination form, located on the website, www.ofsoa.com, under "documents" must be completed and signed by your supervisor, and a letter from your agency indicating their support is also required.

Anyone interested in pursuing a board position can contact Past President Karen Bracken who is serving as Chair of the Nominations Committee at: kbracken@keizerfire.com or call (503) 390-9111.



OREGON FIRE SERVICE OFFICE ADMINISTRATORS

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VISIT US ON THE WEB
 WWW.OFSOA.COM

SHARING A STANDARD OF
 EXCELLENCE

2010 CONFERENCE

The City of Roseburg Fire Department is excited to be hosting the 2010 OFSOA Conference. It will be our pleasure to host the 2010 OFSOA Conference at our new Public Safety Center.

The City of Roseburg is building a 42,000 square foot Public Safety Center that will be home to the City of Roseburg Fire Department, Police Department, and Information Technology Department. The new facility has three floors, four drive-through bays, an emergency operations center, and an additional building for storage. The new Center will replace the current downtown fire station that was built in the 1940's as an auto dealership.

I look forward to sharing a little bit of Southern Oregon with all of you. If you are interested in being part of the 2010 Conference Committee, please send me an e-mail at aanderson@cityofroseburg.org or call me at (541) 673-4459.

Amy Anderson-Rice, 2010 Conference Chair, City of Roseburg Fire Department

We're looking for a host department for Workshop 2011.
 If interested, please contact president@ofsoa.com

The Sixth Bugle

Oregon Fire Service Office Administrators
 1284 Court St.
 Salem, Oregon 97301

inside....

CONFERENCE 2009

REGISTER ONLINE! www.ofsoa.com

BACK TO BASICS

With

OREGON FIRE SERVICE OFFICE ADMINISTRATORS



Come to the ocean to refresh your skills and your spirit!

**OFSOA
2009 ANNUAL CONFERENCE
Hallmark Resort, Newport, Oregon
October 14 - 16, 2009**

Register online at www.ofsoa.com

CONFERENCE LOCATION AND LODGING:

Hallmark Resort 744 SW Elizabeth Newport, OR 97365 Reservations: 1-888-448-4449	Block Name: OFSOA Conference Block Rates: \$81.00 or \$114.00 (stateroom or spa room). Rates will apply until September 10, 2009 and based on block availability. Government rates apply, and as a result, tax exemption certificates are not accepted.
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2009 OFSOA Conference Schedule

Wednesday, October 14, 2009

Office Attire Suggested

- 7:30 a.m. to 8:30 a.m. Registration**
- 8:30 a.m. to 9:00 a.m. Conference Welcome & Opening Ceremonies**
- 9:00 a.m. to 12:00 Noon Business English for the Successful Communicator, presented by Laureal Williams**

Today's technology-filled workplace tempts us with spell-checkers, grammar-checkers, readability statistics, and emoticons galore. Yet our ability to communicate effectively is still determined by the person behind the fingers at the keyboard.

This "back to basics" approach to Business English will give you the tools to tackle the building blocks of writing, punctuation, grammar, word usage, and clarity of purpose. This session will help you answer some of those nagging English usage questions:

- When is a noun not a noun?
- What is that semi-colon doing in the middle of my sentence?
- If my spell-checker doesn't catch it, is it really misspelled?

Laureal Williams is the Director of Administrative Services/Survey Manager of Emergency Services Consultants International. Laureal's career includes 13 years of experience directing administrative support services for private firms in the Portland area. Her formal education includes a Bachelor's Degree in Business Education from Oregon State University, and she spent the first 10 years of her career developing curriculum and providing business arts instruction in both the public and private sector.

- 12:00 p.m. to 1:30 p.m. LUNCH and Business Meeting (1st call for nominations)**
- 1:30 p.m. to 4:30 p.m. Budget Law/Oregon Department of Revenue, presented by Gordon Tiemeyer**

In addition to providing an overview of Local Budget Law, in keeping with our theme 'Back to Basics', Gordon will provide specific information for completing the budget detail sheets, as well as the requirements for same. Gordon has worked for the Oregon Department of Revenue for over five years. With a background in law enforcement and military, Gordon was chosen to become a part of the Finance & Taxation Unit, which is responsible for knowing and interpreting property tax law and Local Budget Law as well as the ability to impart that information to a varied clientele.

- 6:00 p.m. President's Fun Night - Dinner & Games Casual Attire Suggested**
(Yes, Bunco will be included.)

Thursday, October 15, 2009

Office Attire Suggested

- 8:30 a.m. to 9:00 a.m. Registration**
- 9:00 a.m. to 9:45 a.m. Board Minutes, presented by Ken Jones of Local Government Law Group**
- 9:45 a.m. to 10:30 a.m. The New Ethics Laws, also presented by Ken Jones**

**OFSOA
2009 ANNUAL CONFERENCE
Registration Form**

**Hallmark Resort, Newport, Oregon
October 14 - 16, 2009**

Register online at www.ofsoa.com and reserve your room at the Hallmark Resort at 888-448-4449

First Name: _____ Last Name: _____
Position: _____ Agency: _____
Mailing Address: _____ City, State, Zip: _____
Phone: _____ Fax: _____
E-Mail Address: _____

- | | | |
|--------------------------|---|----------|
| <input type="checkbox"/> | Full Conference – Member | \$170.00 |
| <input type="checkbox"/> | Full Conference – Non-member | \$200.00 |
| <input type="checkbox"/> | Wednesday Only – Member | \$100.00 |
| <input type="checkbox"/> | Wednesday Only – Non-member | \$130.00 |
| <input type="checkbox"/> | Thursday Only – Member | \$100.00 |
| <input type="checkbox"/> | Thursday Only – Non-member | \$130.00 |
| <input type="checkbox"/> | Friday Only – Member | \$ 50.00 |
| <input type="checkbox"/> | Friday Only – Non-member | \$ 80.00 |
| <input type="checkbox"/> | Extra banquet tickets (<i>day only or guests</i>) | \$ _____ |
| | No. needed _____ @ \$25 ea. | |
| <input type="checkbox"/> | President's Fun Night (<i>not included in registration</i>) | \$ _____ |
| | No. needed _____ @ \$20 ea. | |
| <input type="checkbox"/> | This is my first OFSOA event | |
| <input type="checkbox"/> | I will attend the banquet
(<i>included in full conference fee</i>) | |

Total Due with Registration: \$ _____

Make checks payable to OFSOA and mail to: (*Please note new mailing address and update your records.*)
OFSOA
1284 Court Street
Salem, OR 97301

If you have any questions, contact Janet Huston at secretary@ofsoa.com

Register online at www.ofsoa.com (*Remember to retain a copy of your registration to submit to your A/P Dept.*)

LAST DAY TO REGISTER: October 2, 2009 – Registration fees cannot be refunded after this date.

*The OFSOA Scholarship Fund was created to assist members with training expenses. If funding is the reason you may not be attending, please contact Susan Boyle at (503) 259-1129 or e-mail scholarships@ofsoa.com.