



## Oregon Fire Service Office Administrators

# ACCREDITATION OUTLINE

LEVEL I (total hours = 52)

LEVEL II (total hours = 52)

LEVEL III (total hours = 52)

### COMMUNICATIONS

**Basic Communications (12 hrs)**

*Telephone Techniques (4 hrs)*  
*Customer Service (4 hrs)*  
*Fire/Emerg. Service Terminology (4 hrs)*

**Instructor I (12 hrs)**

*Public Speaking (4 hrs)*  
*Narrative Reports (4 hrs)*  
*Annual Reports (4 hrs)*

**Instructor II (8 hrs)**

*Public Education (4 hrs)*  
*Public Information (4 hrs)*

### FINANCIAL

**Accounting Procedures (8 hrs)**

*Basic Bookkeeping (4 hrs)*  
*Accounting Software (4 hrs)*

**Fire Department Budgets (4 hrs)**

**Financial Reports (4 hrs)**  
**Payroll/Benefits Administration (4 hrs)**

**Grant Writing (4 hrs)**

**Bids/Contracts/IGA's (4 hrs)**

### INTERPERSONAL DYNAMICS

**Intro to Human Resources (4 hrs)**

*EEO Laws (1 hr)*  
*Sexual Harassment (1 hr)*  
*Americans with Disabilities (1 hr)*  
*Affirmative Action (1 hr)*

**Performance Mgt. I (8 hrs)**

*Organizational Psych. & Culture (4 hrs)*  
*Communication Styles/Conflict Res. (4 hrs)*

**Performance Mgt. II (20 hrs)**

*Time Mgt/Project Mgt (4 hrs)*  
*Goal Setting (4 hrs)*  
*Problem Solving (4 hrs)*  
*Strategic Planning (8 hrs)*

### OFFICE MANAGEMENT

**Office Procedures (4 hrs)**

**Records Management (4 hrs)**

*Record Keeping (2 hrs)*  
*Form 10 (2 hrs)*

**Effective Meeting Minutes (4 hrs)**

**Computer Applications I (12 hrs)**

*Proofreading/Editing (4 hrs)*  
*Current Office Software (8 hrs)*

**Computer Applications II (8 hrs)**

*Networking (4 hrs)*  
*Desktop Publishing (4 hrs)*

### OPERATIONS

**First Aid/CPR (8 hrs)**

**Safety Awareness (8 hrs)**

*Fire Detection (2 hrs)*  
*Fire Extinguisher Use (2 hrs)*  
*Haz-Mat Awareness (2 hrs)*  
*Safety in the Workplace (2 hrs)*

**Basic of Incident Command (8 hrs)**

*Rescue Demonstration (2 hrs)*  
*Conflagration Procedures (2 hrs)*  
*Burn-To-Learn Drill (2 hrs) or*  
*Fire Operations/Table Top (2 hrs)*

**Laws Affecting FF's (4 hrs)**

**Disaster Procedures (4 hrs)**