

Oregon Fire Service Office Administrators

ACCREDITATION OUTLINE



Level I (52 Hours)

COMMUNICATIONS

Basic Communications (12 hrs)

- Telephone Techniques (4 hrs)*
- Customer Service (4 hrs)*
- Fire Service Terminology (4 hrs)*

FINANCIAL

Accounting Procedures (8 hrs)

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

INTERPERSONAL DYNAMICS

Intro. To Human Resources (4 hrs)

- EEO Laws (1 hr)*
- Sexual Harassment (1 hr)*
- Americans w/Disabilities (1 hr)*
- Affirmative Action (1 hr)*

OFFICE MANAGEMENT

Office Procedures (4 hrs)

Records Management (4 hrs)

Effective Meeting Minutes (4 hrs)

- Record Keeping/Minutes (4 hrs)*
- Records Mgmt./Archives (4 hrs)*
- Notary Public (4 hrs)*

OPERATIONS

First Aid/CPR (8 hrs)

Safety Awareness (8 hrs)

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

Level II (52 Hours)

COMMUNICATIONS

Instructor I (12 hrs)

- Public Speaking (4 hrs)*
- Business Writing (4 hrs)*
- Annual Reports (4 hrs)*

FINANCIAL

Government Budgets/Finances (12 hrs)

- Fire Department Budget (4 hrs)*
- Financial Reports (4 hrs)*
- Payroll & Benefits (4 hrs)*

INTERPERSONAL DYNAMICS

Performance Mgmt. I (8 hrs)

- Organizational Psych & Culture (2 hrs)*
- Communications Styles (2 hrs)*
- Conflict Resolution (4 hrs)*

OFFICE MANAGEMENT

Computer Applications I (12 hrs)

- Proofreading/Editing (4 hrs)*
- Excel/Word/PowerPoint (4 hrs)*
- Office Procedures (4 hrs)*

OPERATIONS

Basic Incident Command (8 hrs)

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

Level III (52 Hours)

COMMUNICATIONS

Instructor II (8 hrs)

- Public Education (4 hrs)*
- Public Information (2 hrs)*
- Public Image (2 hrs)*

FINANCIAL

Grants/Bids/Contracts (8 hrs)

- Grant Writing (4 hrs)*
- Bids, RFP's (2 hrs)*
- IGA's (2 hrs)*

INTERPERSONAL DYNAMICS

Performance Mgmt. II (20 hrs)

- Time Management (4 hrs)*
- Goal Setting (4 hrs)*
- Problem Solving (4 hrs)*
- Project Management (4 hrs)*

OFFICE MANAGEMENT

Computer Applications II (8 hrs)

- Networking (4 hrs)*
- Desktop Publishing (4 hrs)*
- Social Media (4 hrs)*

OPERATIONS

Laws Effecting Firefighters (4 hrs)

Disaster Procedures (4 hrs)

- Oregon Legislature (2 hrs)*
- CERT (4 hrs)*
- Civil Service (2 hrs)*

Level IV - LEADERSHIP (52 Hours)

SERVICE (20 Hours)

- Serve on OFSOA Board, Other Fire Board*
- Host/Plan Workshop/Conference*
- Serve as CERT Volunteer, Youth Coach*
- Host Blood Drive/Food Drive*

PRESENTATION (4 Hours)

- Present class at OFSOA Workshop, Conference, or other Conference or Seminar or at Fire Agency*

SPECIAL PROJECTS (8 Hours)

- Complete a Grant, Levy/Bond*
- Build a Database, Website*
- Oversee a Project (Project Mgmt.)*
- Host Open House, 911 Ceremony*
- Smoke Alarm Campaign, Career Day, etc.*

STRATEGIC PLANNING (8 Hours)

- Active participation at an in-depth strategic planning session with OFSOA or own Fire Agency.*
- (Not just scribe)*

LEADERSHIP (12 Hours)

- Lead a Team/Project, Mobilize to a Conflagration Fire, or Mock Training*
- Attend NW Leadership Seminar, DPSST Leadership, EOC/ICS 402*
- Attend National Fire Academy*