

## **RELIABLE FIRE EQUIPMENT COMPANY**

### **Job Description**

**Job Title:** Administrative & Accounting Assistant II  
**Department:** Administration/Accounting  
**Reports To:** Rochelle Staudohar  
**FLSA Status:** Non-Exempt - Hourly  
**Prepared By:** Rochelle Staudohar  
**Prepared Date:** 7/10/13  
**Approved By:**  
**Approved Date:**

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following and are not all-inclusive. Other duties may be assigned as required by management.

#### Reception (.5 FTE)

- Answers incoming calls, determines nature of business and directs calls to appropriate personnel.
- Opens daily mail and distributes to appropriate personnel.
- Filing on a daily basis (gold and pink copies of invoices and customer maintenance/new accounts files).
- Arrange for repairs to fax, copier, and postage machine, when necessary.
- Coordination of year-end files and records.
- Distribute faxes.
- Performs variety of clerical duties.
- All other projects as assigned by Management.

#### Administration/Accounting (.5 FTE)

- Customer maintenance in Anita System (new, additions, revisions, etc).
- Daily invoice separation and stuffing.
- Complete special handling on Standard Products invoices.
- Post monthly cash adjustments for refunds and credits.
- Run maintenance cards and inspection notices for Standard Products, Restaurants and Systems divisions.
- Type up letters for Std Products informing customers of past due services.
- Follow up on invoices that need PO's.
- Type up letters for past due invoices for collections.
- Purge A/R files as needed.
- Update Systems Sales jobs in Anita.
- Run Systems Job Recaps and Open PO reports for jobs being closed at quarter-end.
- Run salesman inspection report for Sales Manager each month.
- Update service dates for TCF Bank and email spreadsheet to Paul Kipina (weekly basis).
- Update JFMC service dates and email spreadsheet to Karen Connors (monthly basis).
- Update Access Comm Health Ntwk spreadsheet and email to Dione Carpenter (monthly).
- Alternate for responsibilities listed on Accounting Dept Responsibility Matrix.
- All other projects as assigned by Management.

#### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The

requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to work well with others, be flexible and able to work independently.

**EDUCATION and/or EXPERIENCE:**

High School diploma or equivalent; or one to two years' related experience and/or training; or equivalent combination of education and experience.

**RELIABLE FIRE EQUIPMENT COMPANY**  
**Job Description**

**Job Title:** Portable Scheduler  
**Department:** Standard Products Division  
**Reports To:** Division Manager  
**FLSA Status:** Hourly  
**Prepared By:** Debbie Horvath/Lee English  
**Prepared Date:** 12/16/05  
**Approved By:** Deb Horvath  
**Approved Date:**

**SUMMARY**

Assist Standard Products Division by providing support in the timely scheduling, routing, and planning of service inspections and demand service calls. To perform this job successfully, the employee must be able to meet task deadlines and perform each essential duty satisfactorily.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following and are not all inclusive. Other duties may be assigned as required by management.

- Reviewing the information system for billing status/review SO reports/ research customer history if needed to clear up SO reports.
- Make monthly calls for appointments, COD and bring into shop records, use tracking notes in Anita system to record all information.
- Sort Hard Cards each month
- Enter Consignments as needed
- Create maps from Mapquest for shop personnel when you are routing them if they need directions.
- Technicians must have routes on a daily/weekly basis scheduled a minimum of 1 week in advance.
- Scheduled routes must be on the Division Manager's desk on Thursdays by 12:00 pm for his review.
- Weekly/Monthly accounts should be scheduled each month, by the end of week two, every month.
- All "one call" customers are scheduled the end of week two, every month.
- Communicate with the technicians if there are special appointments or instructions . Note it on the route and verbalize it to technician.
- Follow Monthly Scheduling Procedures document.
- All drivers must be given appropriate work orders, SO tickets, equipment cards, lead forms, etc to perform their job on a daily basis.
- Make Division Manager and/or immediate supervisor aware of any problems that arise immediately.
- Follow current lunch/break schedules
- Backup other Schedulers as needed
- Give Drivers copies of quotes to follow up on if they need fill-in time.
- Inform customers of prices including parts
- Portable Shop Work must be returned within 3-5 days.
- Call 5 customers a day for follow up quotes.
- Make 3 calls over the period of a month to each customer that needs calling. After the 3<sup>rd</sup> call,

notification must be sent to the customer that services are due. Notes should also be listed in the tracking notes.

- Schedule Surveys given to you from NBD.
- Make note on the dispatch board when you know a technician has scheduled time off.
- Notify supervisor when technicians are doing Reliabar Stops so scanners can be prepared.
- When technician's paperwork is turned in, check over their route sheets and compare to work done to see if anything needs to be rescheduled. Pay close attention to returns.
- Update Equipment cards as needed.
- Monthly – pull folder, highlight cards, COD, Credit, Hold, etc with correct paperwork. Make sure all have drawings.
- Check with Credit department on CODs, Inspection/Installs, get their signoff. Net 10s need to be signed off also.
- Set Fire Test appointments – coordinate with Fire Dept., Customers, and Technicians

### **Customer Service/Communication Requirements:**

Ability to handle large volume of outside phone calls, deal with customers under a variety of conditions, in a professional and courteous manner at all times. Limit phone time to properly handle incoming calls. Ability to use cellular phone and telephone system to quickly and accurately communicate with technicians in the field. Follow proper phone procedures for login/logout and ready/not ready. Good written and verbal communication skills are required. Excellent customer service skills both toward internal and external customers.

### **Administrative & Information Systems:**

Ability to accurately enter data, read and understand reports, which includes reviewing monthly SO reports and entering new equipment orders. Ability to use windows based programs which include Microsoft Word and Microsoft Excel and Outlook in order to create and use written correspondence and worksheets. Read and answer emails in a timely fashion.

### **Additional Skills/Knowledge:**

Ability to work effectively in a deadline oriented environment. Excellent organizational skills and the ability to work as a team and/or individually.

## **RELIABLE FIRE EQUIPMENT COMPANY**

### **Job Description**

**Job Title:** Shop Personnel  
**Department:** Standard Products Division  
**Reports To:** Division Manager  
**FLSA Status:** Hourly or commission  
**Prepared By:** Deb Horvath & Lee English  
**Prepared Date:** Revised 07/11/2011  
**Approved By:** Deb Horvath  
**Approved Date:**

#### **SUMMARY**

Shop personnel will be responsible for testing, inspecting and recharging fire extinguishers, testing and inspecting and racking fire hose, recharging cartridges and assisting at live and simulated fire training sessions. As workload requires, shop personnel may be assigned any tasks required by the shop foreman, scheduler/route coordinator or division manager. Additionally, all Shop personnel must be at least 19-21 years of age and obtain a CDL Driver's license within 30 days of their 21<sup>st</sup> Birthday. See Licensing for CDL testing requirements.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Understand and implement concepts and principles of NFPA 10.
2. Service, test and repair fire extinguishers, cartridges and hoses.
3. Maintain good relationships with existing and new customers, creating a high level of customer service and satisfaction.
4. Inform the office of any necessary changes needed to update paperwork, service process or operations relating to customer information, contact information, customer service or work performance, which will improve operations.
5. Manage their time in an efficient manner.
6. Responsible for ensuring that equipment maintenance in the shop is done in a timely manner, as established by the division manager. In addition, see to it that the shop work area they use is kept in a neat, organized and clean manner. Alert your immediate supervisor if equipment does not work correctly.
7. Responsible for tools and inventory kept in the shop and or used during the normal course of their duties.
8. Responsible to operate any vehicle they drive in a safe manner and drive defensively. Must comply and sign Reliable's Fleet Safety Manual and follow the Fleet Safety rules as indicated in this manual.
9. At all times, the vehicle they drive must be in compliance with DOT regulations, weight, placarding, etc. Any exceptions are to be reported to the shop foreman, scheduler/router or division manager immediately.
10. Advise customers of any necessary fire code regulations and/or changes required at their place of business specifically relating to NFPA 10 or AHJ.
11. Responsible for collecting COD as indicated, for any customers that they are servicing.
12. Responsible for wearing a uniform on a daily basis, maintaining a neat, clean appearance, with hair

maintained at the neckline and a courteous attitude.

13. Responsible for adhering to safety policies as set by Reliable's Safety Program and/or by Reliable's customer safety programs. Must also attend safety meetings twice per year.
14. Fill out lead, quote, shop and follow up forms in a manner consistent with office policy and practice.
15. Responsible to complete any duties that the route supervisor would assign.
16. On a timely basis, in a neat manner, with the required information established by the office staff, complete required paperwork (work orders, shipping papers, etc.).
17. Attend Standard Product shop and technician meetings as required.
18. Assist at fire training sessions and disassemble, assemble and transport the fire simulator when necessary.
19. Must be able to work overtime as directed by management. If you are scheduled to work more than 12 hours in one day, you must receive prior approval from management.

#### Education and/or Experience:

##### Level I & Level II:

- Prior industry experience is a plus
- A minimum of 4 years of High School or equivalent
- Valid / Current Drivers license
- See Licensing for license requirements
- Must be at least 19 years old
- Must attend seminars, classes and training as required by management
- Within 90 days of Employment, complete HAZMAT training, company product awareness, and understand concepts and principles of NFPA 10.

#### Language Skills:

##### Level I:

- Ability to read and comprehend simple directions and memos.
- The ability to print on their daily work forms
- Being able to communicate and cooperate with co-workers and work in groups as directed.
- Read and understand maintenance, instruction and procedure manuals.

##### Level II: All requirements of Level I in addition to the following:

- The ability to read and interpret simple drawings for locating fire extinguishers

#### Vehicle:

##### Level I & II:

- Complete Daily Inspection Reports
- Keep any vehicle service appointments that are scheduled, including oil changes and state vehicle inspections.
- Ensure accident kit and first aid kit are in vehicle
- Follow Fleet Safety policy and procedures
- Turn in gas receipts weekly

**Mathematical Skills:**

**Level I & II:**

- The ability to perform simple math calculations; add, subtract, divide or multiply.

**Reasoning Ability:**

**Level I:**

- To be able to carry out instructions as directed by their immediate supervisor and be able to deal with situations requiring problem solving.

**Level II**

- Ability to collect and review data or other information in order to draw valid conclusions and apply information towards solving practical problems independently or with little supervision.

**License Required:**

**Level I:**

- Maintain a current drivers license adhering to our company Fleet Safety program

**Level II:**

The following licenses will be obtained within 90 days of employment OR as soon as it is obtainable through the following agencies. The licenses must be kept current at all times. Reliable Fire will pay for the first testing exams; however, any exam retakes will be paid by the employee. If an employee doesn't pass any of the required tests after 3 retakes, the employee will be terminated.

State of Illinois (Class I & II )

City of Chicago

Whatever village requires a license in their designated working area.

Maintain a current drivers license adhering to our company Fleet Safety program.

Must comply with Federal Motor Carrier Safety and DOT Regulations

**Service and Sales Technicians CDL License Requirements:** You must already have a current CDL or obtain one as follows: License exam must be taken within the first 90 days of employment or following their 21<sup>st</sup> birthday:

- All CDL Licenses must be kept current to maintain employment with Reliable Fire Equipment, unless a medical condition exists and is reported by an authorized physician.

**Physical Demands:**

**Level I & II**

**Standing:**

- The ability to stand for approximately 4-6 hours per 8 hour day

**Bending:**

- The ability to be in a bending position for approximately 1-3 hours per 8 hour day

**Lifting:**

- The ability to lift 6 – 60 pounds for approximately 4-6 hours per 8 hour day
- Be able to carry and lift a number of tools, including fire extinguishers for approximately 4-6 hours per 8 hour day

**Sitting/Drive time**

- The ability to sit/drive 2 to 3 hours per day.

**Physical health**

- Must be in good physical health based on annual required physical.

**Safety:**

- Must wear safety shoes, hard hat, protective eye wear, and other pieces of safety equipment as necessitated by the environment in which they are working.

**Work Environment:**

**Level I & II**

Be able to perform our services, from our fleet of vehicles in varying temperatures as well as industrial plants and commercial buildings which may have conditions that are not similar to indoor controlled temperatures (wet, dry, hot or cold)

**Skills:**

**Level I: Upon completion of training in this level, employee must be able to perform inspections, maintenance, recharge, internal inspections for the following fire extinguishers. Employee will be tested by a designated manager and must receive a “passing” grade prior to moving to Level II.**

a. All pressurized dry chemical	g. Clean Guard
b. All cartridge operated dry chemical	h. K-Guard
c. All CO2 (carbon dioxide)	i. Halotron
d. All pressurized water	j. Any others as required
e. All pressurized wheel units	k. Cartridge Preparation and refill
f. All cartridge type wheel units	l. Halon

**Inspect the following:**

- a. All sizes and types of fire hose
- b. All types of emergency and exit lights
- c. All sizes and types of fire extinguishers

**Hydrostatic Test:**

- a. Pressurized water, CO2 and dry chemical extinguishers
- b. Fire hose.

**Level II:** Has the ability to work in the field as a Driver at the Manager's discretion.