



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)