



FALSE FIRE ALARM ADMINISTRATOR

Position Number: 6433 Level: 3

ANZSCO: 5311111

JOB DESCRIPTION FORM

THE ROLE

The False Fire Alarm Administrator is responsible for administration of the false fire alarm fee process as well as providing quality assurance for false fire alarm reports, maintaining appeals registers, making recommendations for consideration, and collating and reporting on statistics. They also provide advice and respond to enquiries from internal and external stakeholders regarding false fire alarms fees.

REPORTING RELATIONSHIPS

ORGANISATIONAL STRUCTURE **GOVERNANCE AND STRATEGY**
LEGAL AND LEGISLATIVE SERVICES

THIS ROLE REPORTS TO

Manager Regulation and Compliance (P6350) Level 7

POSITIONS THAT REPORT TO THIS ROLE

Nil

ABOUT US

As Western Australia's leading hazard management agency, the Department of Fire and Emergency Services performs a critical role coordinating emergency services for a range of natural disasters and emergency incidents threatening life and property.

Supported by an extensive network of volunteers and career workers, DFES works together with the community and government to prevent, prepare for, respond to and recover from a diverse range of emergencies.

SPECIFIC RESPONSIBILITIES

Employees are required to undertake all duties and responsibilities in accordance with the Department's Code of Conduct, Policies/Procedures and relevant legislation.

COMMUNICATION

- Provides advice to users that experience difficulties accessing/using the Incident Reporting System (IRS) in regard to false fire alarm fees.
- Provides advice to owners/occupiers including complex public and private organisations regarding Notifications of Attendance received as a result of fire crews attending false fire alarms.
- Investigates discrepancies between data and provides resolutions as required.
- Provides advice to owners/occupiers in regard to invoices issued by DFES for the attendance to false fire alarms.
- Monitors and updates the information posted on the DFES website in regard to false fire alarms.
- Provides written advice to external stakeholders throughout all stages of the false fire alarm process.
- Develops and maintains documentation to support application administration.
- Assists in the development, monitoring, review and implementation of policies, processes and systems to support corporate goals.

REPORTING

- Provides reporting assistance for the maintenance of Direct Brigade Alarm (DBA) and Privately Monitored premises.
- Monitors and cross references alarm activations using a variety of sources.
- Monitors and ensures IRS reports are completed within the required timeframe.
- Produces daily reports to monitor alarm activations being experienced to ensure accuracy of the data entered.
- Runs regular and adhoc reports from application systems for internal and external stakeholders as required.
- Creates problematic premise files for premises experiencing excessive amounts of alarm activations.
- Collates statistics relating to false fire alarms experienced.

APPEALS

- Maintains an electronic register for appeal applications which have been lodged.
- Registers and saves to TRIM appeal applications lodged by owner/occupants.
- Prepares recommendations on appeal applications to submit to the Manager Regulation and Compliance for approval.
- Advises the owner/occupier of the appeal outcome.

OTHER

- Undertakes other duties as required.

SELECTION CRITERIA

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

ESSENTIAL CRITERIA

1. Experience using databases to store, collate, and analyse data.
2. Excellent interpersonal and communication skills with the ability to effectively resolve conflict.
3. Demonstrated ability to understand concepts and use analytical and problem solving skills to undertake low level investigations.
4. Sound organisational skills with the ability to manage a variety of tasks to achieve outcomes.
5. Demonstrated ability to understand and apply relevant Acts and Regulations.

POSITION INFORMATION

LOCATION: Cockburn Central

SPECIAL CONDITIONS:

The Department is an emergency services organisation and all employees may be required to work business hours or outside of normal business hours to assist with emergencies.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of this position.

Authorised and signed by:

A/EXECUTIVE DIRECTOR GOVERNANCE AND STRATEGY

MANAGER RECRUITMENT AND PAYROLL SERVICES

Name: Stephane Underwood

Name: Paul Critchison

Signature: [Signature]

Signature: [Signature]

Date: 12/7/16

Date: 12.07.2016

JDF REGISTRATION

This Job Description Form (JDF) was registered by

Name: _____

Signature: _____

Title: _____

Date: _____