**Administrative Services**

**ONE – Overview**

**TOOLS & TECHNOLOGY INTERN WILL USE**

Calculators Microsoft Word

Computers Microsoft Excel

Internet Research Microsoft PowerPoint

Audio/Visual Aids Training Resources

Video Measuring Devices

Drills

**SKILLS INTERN WILL PRACTICE**

Active Listening Critical Thinking

Reading Comprehension Time Management

Social Perceptiveness Monitoring

Effective Communication

Complex Problem Solving

**ABILITIES INTERN WILL PRACTICE**

Written Comprehension Deductive Reasoning

Oral Expression Speech Clarity

Written Expression

**WORK ACTIVITIES**

Oral Expression

Oral Comprehension

Written Comprehension

Inductive Reasoning

Deductive Reasoning

Speech Clarity

Written Expression

Organizing, Planning, and Prioritizing Work

Documenting and Recording Information

* Department Manuals
* Standard Operating Procedures
* Performance Plus
* Emergency Preparedness & Operational Readiness
* Emergency Medical Services
* Fire Prevention & Suppression
* Hazard Emergency Response
* 9-1-1 Communications
* Training & Investigations
* Accreditation & Certifications
* Fire Academy
* Position Descriptions
* Labor Contracts

**TWO – Learning Objectives**

* Learn and understand the types of software applications for   
  fire administration
* Learn and understand the fire divisions, distinctions and metrics
* Learn and understand the different department measures for   
  City’s PPET process
* Learn and understand the basic labor components to the Fire   
  CBA’s

Environmental Conditions:

* Fire & Rescue transport environment
* Patient medical condition environment
* Hazardous fire environment

**MEASURES**

* Report on the different fire divisions and functions
* Prepare to answer questions about the general CBA articles
* Describe a typical medical transport and each employee assignment on the equipment
* Describe two important PPET measures and why they exist