

# SOUTH WALTON FIRE DISTRICT

911 North County Highway 393, Santa Rosa Beach, Florida 32459

*"Prompt, Competent, Caring Response in Time of Need"*



Ryan H. Crawford  
Fire Chief / Administrator

## CUSTOMER SERVICE SPECIALIST

*Great Pay & Benefits*

**\$17.00 Per Hour**

***Employee paid health & life insurance, Paid Time Off including Sick & Holiday Retirement Plan Options***

**This position is an at-will, nonexempt employee, who will normally work a 40-hour week.**

**Apply Now – Deadline: September 2, 2022**

The South Walton Fire District is currently seeking applicants for the position of Customer Service Specialist. This position requires interaction with other fire and emergency service agencies, citizens, representatives of community organizations, public and private school facilities, community leaders and other professionals. The Customer Service Specialist has the responsibility to deal with internal and external customers promptly and consistently to maintain and promote the mission of the SWFD. Duties will include answering and referring incoming telephone calls and messages; maintaining manual and computer files; processing beach bonfire permits, impact fees for new construction and technical review applications for the Fire Marshal; preparing and/or typing reports, records and correspondence as well as other projects or duties as assigned. This position reports to the Life Safety Division Chief/Fire Marshal.

**Knowledge Required:** Knowledge of District policies and procedures; general knowledge of acceptable office practices, procedures and standard clerical techniques; ability to establish and maintain effective work relationships with other employees, the Fire Commissioners and the general public; ability to communicate effectively both verbally and in writing; ability to provide excellent customer service and meet the public effectively.

**Requirements and Qualifications:** SWFD is looking for a self-motivated and dependable individual to support the District's Customer Service needs. Qualified candidates must possess the following:

- High School or equivalent diploma required; higher level degree a plus
- Two years of progressive office/administrative experience; experience in Customer Service a plus
- Proficient in Microsoft Office applications
- Must be a non-smoking/non-tobacco using person, both on and off the job, at the time of employment and maintain same non-smoking and non-use throughout the term of employment
- Must successfully pass the Fire District's drug screen/background check/reference check as a condition of employment
- A combination of education and experience may be considered.

**Leadership . Teamwork . Integrity . Community Service**

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If you are interested in this opportunity, complete the [APPLICATION](#) and return it to SWFD at 911, N. County Highway 393, Santa Rosa Beach, FL 32459-5371 no later than Friday, September 2, 2022. Completed applications and questions may also be emailed to [career@swfd.org](mailto:career@swfd.org).

The South Walton Fire District (SWFD) is a professional fire/rescue agency located in Walton County Florida. SWFD maintains 5 fire stations, a communications center and provides beach safety services for the South Walton Beaches. SWFD is responsible for Fire Protection, Emergency Medical Services Transport, Lifeguards, Hazard Mitigation, Public Fire/Life Safety Education and Prevention as well as 911 Communication Services for an area of 84 square miles and serves a population ranging from 40,000 to over 150,000 during the tourist season.

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