



The Washington State Fire Chiefs want to acknowledge the value the Fire Service receives from the outstanding work performed by fire service administrative professionals. As is stated in the WFC vision, “We value each other, the members we serve, and the commitment to the WA Fire Chief’s mission.”

Administrative professionals and their contributions are equally important to the fire service as sworn personnel. We are one team striving to fulfill the same mission. Therefore, the Washington State Fire Chiefs fully support and encourage Fire Chiefs to intentionally demonstrate the value placed on administrative professionals by the following actions:

1. **Make time.** Say hello every morning. Show you appreciate them by making time to connect. Find out how they are doing, including their lives outside of work.
2. **Be Inclusive.** Seek their opinions on decisions, specifically those that affect them. Ask for ideas or solutions for problems needing to be addressed, and (most importantly), follow up on them.
3. **Review internal processes.** Ensure your team has the tools they need to do their job.
4. **Trust.** Empower staff to take action at their level.
5. **Establish a tone** at the top that demonstrates honesty, accountability and reliability.
6. **Be reliable.** Show up on-time for meetings and scheduled appointments.
7. **Invest in their professional growth.** Budget and support training and education, encouraging time away from the office to network and grow. Establish a career development plan and seek succession opportunities whenever possible.
8. **Be aware of titles.** Avoid the pitfalls of antiquated terms that can minimize or seem patronizing. Examples; “the girls,” “boots on the ground,” “just a secretary.” Avoid asking the Administrative Assistant sitting at the desk if there “is anyone here today?”
9. **Show Appreciation.** Through actions of offering a thank you, writing commendations, and inclusion in key meetings and strategy sessions.
10. **Support inclusion** between Administrative staff and Operations. Discourage “us vs. them” attitude. Include Administrative professionals in recruitment, charity and other community events.

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