

Umatilla County Fire District # 1
JOB DESCRIPTION
Volunteer Recruitment & Retention Coordinator

General Purpose

The Volunteer Recruitment and Retention Coordinator is responsible for managing the District's volunteer and resident volunteer programs including the recruitment, and retention of volunteers. This position supports the volunteers and serves as an advocate for individual volunteers and their professional developmental needs. This position may assist with coordination and participation of fire prevention and public education programs within the realm of volunteer recruitment and retention. May act as a liaison between the District and other volunteer and/or community programs. This position is primarily responsible for the overall success of the volunteer/resident volunteer program. An employee in this classification is responsible for supporting volunteer programs.

Supervision Received

The Volunteer Recruitment and Retention Coordinator works under the direction of the Division Chief of Training who reviews work for effectiveness and conformance with established policies, rules, and standards. The Volunteer Recruitment and Retention Coordinator receives general administrative direction from the Division Chief of Training within established goals, budget, and boundaries set by District policy as well as all applicable laws.

Supervision Exercised

The Volunteer Recruitment and Retention Coordinator is an administrative support position that does not regularly supervise others. The position may, however, exercise supervision over volunteer recruits in the recruit academy or in public settings.

Qualifications and Traits:

1. Communication – Ability to communicate effectively in written and oral mediums.
2. Even tempered – able to respond appropriately and professionally to varied, potentially stressful situations.
3. Professional - Able to represent the District toward the public and other agencies in a professional and respectful manner.
4. Computer skills – proficient in the use of common Microsoft Office programs including Word, Excel, Power Point, Access and Publisher. Able to produce reliable and defensible reports for a variety of purposes and presentations.
5. Integrity and Dedication – Ability to adhere to moral and ethical principles with unwavering dedication to purpose.
6. Teamwork – Ability to build and maintain effective working relationships both internally and externally to uphold the District's high level of dedication to cooperative efforts between agencies, outside organizations and our citizens.

Minimum Requirements

1. Be at least 18 years of age.
2. Must possess a valid, insurable driver's license.
3. Demonstrated ability to work in an effective, patient, respectful manner with all District Staff, volunteers and members of the public.
4. Speak to individuals and public groups for the purpose of volunteer recruitment.
5. Must be capable of fluently reading, speaking and writing the English language.
6. Must have the ability to communicate well (verbally and written) with other personnel and the public.
7. Must have the ability to plan, organize and supervise work programs.

Desired Requirements

1. Knowledge and understanding of city, state, and federal laws and regulations, District policies and objectives, labor agreements, and fire prevention and suppression management techniques.
2. Knowledge in the application and development of division plans and objectives, personnel and emergency scene management, community activities, and public awareness.
3. Knowledge of record-keeping systems required in training and personnel management programs.
4. Previous supervisory experience and/or management training beyond the minimum requirements.
5. Demonstrated ability to work closely with volunteers, elected officials, staff and citizens.
6. Demonstrated project management experience.
7. Public speaking experience.
8. Public relations or marketing experience.
9. Program development experience.
10. Have a working knowledge of clerical filing systems and proficient computer skills, including the use of social media (Facebook, Twitter, etc.), Microsoft Office Suite applications including but not limited to Word, Excel, PowerPoint and Publisher
11. Associates or Bachelor's Degree in fire administration, business, marketing, communications or related field with course work in administration.
12. Any combination of education and experience that demonstrates the ability to competently perform the job.
13. Bilingual or Spanish speaking.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Administration:

1. Assist in the development and implementation of a comprehensive volunteer responder staffing program.
2. Coordinate and facilitate information sessions and screening/selection processes for prospective volunteer members.
3. Coordinate recruiting activities by actively engaging in community events and promote the need for volunteer firefighters within the community.
4. Coordinate and facilitate the resident volunteer candidate process from recruitment through shift placement.
5. Support the needs of individual volunteers by providing direct mentorship and goal setting. Facilitate the accomplishment of individual development goals through education, incentives, and benefits.
6. Support the training of volunteer and resident volunteer firefighters assuring that all mandated standards are met.
7. Coordinate volunteer training efforts with the Battalion Chief of Training, and the Division Chief of Training.
8. Promote public relations for the fire district and the fire service.
9. May be a liaison with regional Community College Fire Science and EMS program representatives.
10. Serve as the main communication source to volunteers and resident volunteers disseminating pertinent information regularly to all groups. Function as the main point of contact for members of these groups.
11. Coordinate and manage the volunteer and resident volunteer programs including participation requirements, reimbursement policies, volunteer scheduling, etc.
12. Verify that all volunteers are meeting District expectations and minimum requirements.
13. Monitor volunteer and resident volunteer performance and activity levels.
14. Monitor the volunteer and resident volunteer program and make recommendations for improvement.
15. Communicate with various work associates and subordinates in ways that promote a positive work environment.
16. Provide regular reports on recruitment and retention efforts.
17. Maintain all necessary records to ensure Local, State, or Federal grant and certification compliance.
18. Assist finance and office staff in managing the SAFER Act Recruitment and Retention Grant, grant funds, purchases, and reporting requirements.

Logistics:

1. Interact with civic groups, schools, and other public agencies.
2. Support other logistics needs of the District as required.

Peripheral Duties:

1. Participate as District representative in local, county, regional and state meetings and planning groups, as directed.
2. Attend conferences, schools, and seminars related to enhancement of the position and the District to deliver effective fire and life safety services to the public, as directed.
3. Represent the District by active participation and membership in state, national, and international organizations as authorized by the Board of Directors and the Fire Chief.
4. May perform public education duties such as giving demonstrations, explaining use of various firefighting and EMS equipment, fire prevention week promotional efforts for the purpose of marketing the volunteer programs.
5. Develop, implement, and participate in public relations and education programs; conduct presentations for various public groups.

Physical Demands

The physical demands described here are representative of those that must be met by a member to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the member is frequently required to: stand, sit, walk, talk or hear, use hands to fingers, handle, or operate objects, tools, or controls; and reach with hands and arms. The member is occasionally required to; climb or balance; stoop, kneel, crouch, or crawl, and taste or smell. The member must frequently lift and/or move up to 20 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this position include close, distance, color, and peripheral.

Tools & Equipment Used

Vehicles, radio, pager, cell phone, personal computer, GPS, telephone, photo and video equipment.

Special Requirements

1. The Volunteer Recruitment and Retention Coordinator must behave in a manner that will bring credit to the Fire District.
2. Serve as a mentor and advocate for fire/EMS volunteers.
3. Support Fire District policies and plans when dealing with the public and prospective volunteers.
4. Protect the privacy of department personnel and applicants and treats personal information received during the execution of duties in a confidential manner.

Work Environment

The work environment characteristics described here are representative of those a member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the member works primarily in office, vehicle, indoors and outdoors settings in all weather conditions, including temperature extremes, during day and night. Work is occasionally performed in emergency and stressful situations. Individual is exposed to sirens and hazards associated with fighting fires including smoke, noxious odors, fumes, chemicals, and oils. The member occasionally works near moving mechanical parts, moving vehicles and occasionally exposed to wet and/or humid conditions, airborne particles, risk of electrical shock and vibration. Travel to and from various locations and fire stations throughout the fire district and in and out of the county is required. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Umatilla County Fire District # 1 maintains an alcohol, drug, and tobacco-free work environment.