

 <p>NORTH WHIDBEY FIRE AND RESCUE Volunteer Firefighter Recruit and Retention Coordinator</p>		
Approved	Date: 04/17/2023	ISSUED BY: Interim Chief Swiger

General Purpose

The Volunteer Recruitment and Retention Coordinator (RRC) is responsible for managing the district’s 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. The RRC may act as a liaison between the district and other volunteer and/or community programs.

Supervision Received

The RRC works under the direction of the fire chief or his designee who reviews work for effectiveness and conformance with established policies, rules, and standards. The RRC receives general administrative direction from the fire chief within established goals, budget, and boundaries set by district policy as well as all applicable laws.

Supervision Exercised

The RRC is an administrative support position and may 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. Possess a valid driver’s license.
3. 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. Capable of fluently reading, speaking, and writing the english language.
6. The ability to communicate well (verbally and written) with other personnel and the public.
7. The ability to plan, organize and supervise work programs.

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 with local colleges and facilitate the resident sleeper program.
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 firefighters assuring that all mandated standards are met.
7. Promote public relations for the fire district and the fire service.
8. Will be a liaison with regional Community College Fire Science and EMS program representatives.
9. Will serve as a communication source to volunteers disseminating pertinent information regularly to all groups. Function as the main point of contact for members of these groups.
10. Coordinate and manage the volunteer and high school cadet volunteer programs including participation requirements, reimbursement policies, volunteer scheduling, etc.
11. Verify that all volunteers are meeting district expectations and minimum requirements.
12. Monitor volunteer performance and activity levels.
13. Monitor the volunteer and resident volunteer program and make recommendations for improvement.

14. Communicate with various work associates and subordinates in ways that promote a positive work environment.
15. Submit regular reports on recruitment and retention efforts.
16. Maintain all necessary records to ensure State or Federal grant and certification compliance are met.
17. Works with accounting manager and fire chief in administering the SAFER Act Recruitment and Retention Grant, grant funds, purchases, and reporting requirements.
18. Performs other duties as assigned.

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 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 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, hear, 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.

Tools & Equipment Used

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

Special Requirements

1. The RRC must behave in a manner that will bring credit to the fire district.
2. Support fire district policies and plans when dealing with the public and prospective volunteers.
3. Protect the privacy of department personnel and applications 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. 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. North Whidbey Fire and Rescue maintains an alcohol, drug, and tobacco-free work environment.