

DEFINITION:

The Volunteer Recruitment and Retention Coordinator is responsible for managing the District's volunteer and resident volunteer programs including the recruitment, training, scheduling, and retention of volunteers. This position supports the volunteer programs for Sisters-Camp Sherman Fire District, Black Butte Ranch Fire District, and Cloverdale Fire District. The position may assist with coordination and participation of fire prevention and public education programs within the realm of volunteer recruitment and retention, and 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 managing the volunteer programs under the general direction of the Deputy Chief, who gives direction and reviews work for results obtained.

SUPERVISION RECEIVED:

The Volunteer Recruitment and Retention Coordinator works under the direction of the Deputy Chief 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 Fire Chief within established goals, budget, and boundaries set by District policy as well as all applicable laws.

SUPERVISION EXERCISED:

The Volunteer Recruitment and Retention Coordinator carries the administrative rank of captain and exercises supervision over subordinate volunteer personnel both at emergency scenes and in related projects and activities. (The position may hold the operational rank of captain if qualifications listed in Desired Qualifications item 12 are met; however operational response is not a primary function of the position.) They plan, schedule, assign, and supervise work and responsibilities to subordinate personnel. The Volunteer Recruitment and Retention Coordinator may recommend to the Fire Chief actions resulting in the hiring, firing, discipline, promotion, demotion, or transfer of subordinate personnel. This position may occasionally exercise supervision over career personnel on emergency scenes if operational requirements are met.

EXAMPLE OF DUTIES:

1. In cooperation with the Volunteer Coordinator, Shift Commanders, and Resident Volunteer Lieutenant, coordinates volunteer and resident volunteer firefighter activities.
2. Conducts training and maintains records related to the training of volunteer and resident volunteer firefighters assuring that all mandated standards are met.
3. Coordinates training efforts with the Shift Commanders, Captains, Resident Volunteer Lieutenant, and the Deputy Chief.
4. Promotes public relations for the fire district and the fire service.

5. Recruits new volunteer and resident volunteer members; develops and implements a volunteer retention program including incentives, education, and benefits.
6. Creates and maintains volunteer and resident volunteer work schedules.
7. Liaisons with regional Community College Fire Science and EMS program representatives.
8. Serves as the main communication source to volunteers and resident volunteers disseminating pertinent information regularly to all groups. Functions as the main point of contact for members of these groups.
9. Coordinates and manages the volunteer and resident volunteer programs including participation requirements, reimbursement policies, volunteer scheduling, etc.
10. Verifies that all volunteers are meeting District expectations and minimum requirements.
11. Monitors volunteer and resident volunteer performance and activity levels.
12. Monitors the volunteer and resident volunteer program and makes recommendations for improvement.
13. Oversees volunteer and resident volunteer disciplinary matters and makes recommendations and documents circumstances regarding potential disciplinary actions of subordinate personnel.
14. Communicates with various work associates and subordinates in ways that promote a positive work environment.
15. Provides regular reports on recruitment and retention efforts.
16. Maintains all necessary records to ensure local, State, or Federal grant and certification compliance.
17. Assists finance and office staff in managing the SAFER Act Recruitment and Retention Grant, grant funds, purchases, and reporting requirements.

PERIPHERAL DUTIES:

1. May respond to alarms of fire or other emergencies as a single resource, or part of an engine company, brush company, ladder company or ambulance during unusually high call volume periods.
2. Participates as District representative in local, county, regional and state meetings and planning groups, as directed.
3. Attends 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.
4. Represents the District by active participation and membership in state, national, and international organizations as authorized by the Board of Directors and the Fire Chief.
5. 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.
6. Develops implements and participates in public relations and education programs; conducts presentations for various public groups.

PERSONAL ATTRIBUTES:

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

EXPERIENCE AND TRAINING:**Minimum Qualifications:**

1. Be at least 18 years of age.
2. Demonstrated ability to work in an effective, patient, respectful manner with all District staff, volunteers and members of the public.
3. Speak to individuals and public groups for the purpose of volunteer recruitment.
4. Must have Associate's Degree (Fire, EMS, Management, etc.) or equivalent.
 - Significant experience in the field of fire and EMS along with higher than minimum NFPA certification may be considered in lieu of the associates degree requirement
5. Must have five (5) years minimum experience in emergency operations for a combination volunteer/career and/or career department.
6. Must meet all federal/state/county and District minimum requirements to participate in emergency operations.
7. Must possess a valid, insurable driver's license and be able to respond with short notice, 24 hours a day, on an emergency basis to District alarms.
8. Must be licensed as an Oregon Emergency Medical Technician or higher.
9. Must possess a minimum of NFPA Firefighter 2, Driver and Instructor 1 or equivalent. NWCG FFT1.
10. Must possess a working knowledge of the Incident Command System.
11. Must have ability to communicate well (verbally and written) with other personnel and the public.
12. Must have ability to plan, organize and supervise work programs.
13. Must have knowledge of principles and practices of teaching/training methods for firefighting and EMS personnel.
14. Must be capable of fluently reading, speaking, and writing the English language.
15. Must meet minimum physical and mental functions and must pass an annual physical agility test and/or medical evaluation.

Desired Qualifications:

1. Thorough 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. Bachelor's Degree or higher in fire administration, fire science, or related field with course work in administration.
12. Hold certifications for NFPA Apparatus Equipped with a Fire Pump, Fire Officer 1 or higher, NWCG ENGB or higher. (Required for operational rank of Captain)
13. Hold certifications for NFPA Mobile Water Supply Operator, Wildland Operator, Aerial Apparatus Operator, Instructor 2 or higher.
14. Be an Oregon licensed Paramedic
15. Any combination of education and experience that demonstrates the ability to competently perform the job.

Desired Experience:

1. Two (2) years as a company officer, or ten (10) years of fire/EMS experience or any combination of additional years of experience of increasing responsibility with a fire department above the required minimum qualifications.
2. Completion of the NFA Managing Officer or Executive Fire Officer programs.
3. Demonstrated ability and education/training in dispute resolution.
4. Any other equivalent combination of experience/training that ensures the ability to perform the work requirements listed above.

TOOLS AND EQUIPMENT USED:

Emergency medical units and equipment, fire apparatus, fire pumps, hoses, other firefighting equipment, ladders, radios, pagers, personal computers, audiovisual equipment, and phones.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform 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 employee is frequently required to sit; talk or hear; walk; use hands and fingers to handle, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crawl, and smell.

The employee frequently must lift and move up to 10 pounds and occasionally move up to 150 pounds. Vision abilities required are close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee must pass a hearing test within normal range.

The employee must meet the physical requirements as outlined in the Sisters-Camp Sherman Fire District Medical Release Form.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those encountered while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office, vehicles, and outdoor settings, in all weather conditions, including temperature extremes, during day and night shifts. Work is occasionally performed in emergency and stressful situations. The individual is exposed to hearing alarms and hazards associated with fighting fires and rendering emergency medical assistance, including smoke, noxious odors, fumes, chemicals, liquid chemicals, solvents, oils, and human body fluids.

The employee occasionally works near moving mechanical parts and in high, precarious places and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration. The noise level in the work environment is usually quiet in office settings and loud at emergency scenes.

SELECTION GUIDELINES:

The selection process may contain a formal application, review of education and experience regarding qualifications, appropriate testing, including assessment centers and interviews, drug screening, background check, final selection and pre-employment medical examination.

The examples of duties are intended only as illustrations of the various types of work 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.

This job description does not constitute an employment agreement between the District and the employee and is subject to change by the District as the needs of the District and requirements of the job change. This position works a flexible 20-hour week with occasional evening and weekend hours as necessary and is subject to call back to obtain position goals. Appointees are subject to completion of a standard one-year probationary period. As operational response is not a primary duty, this position is specifically exempted from Residency Requirement policy 2-1-27. However, it is expected that the appointee live within a proximity to the Sisters-Camp Sherman Fire District that allows for short notice call back to meet with prospective volunteers or provide support for significant incidents.