

Glenwood Volunteer Fire Department

Recruitment & Retention Coordinator Job Description

General Description

The Recruitment & Retention Coordinator manages the Glenwood Volunteer Fire Department programs including the recruitment, scheduling of training and retention of Volunteers. The position may assist with coordination and participation of fire prevention and public education programs, and may act as a liaison for the Fire Department and volunteers and/or community programs.

The Recruitment & Retention Coordinator is an at-will, confidential, exempt employee who will work up to 25 hours a month for a period of four years.

Essential Job Functions

- Coordinates and manages the Volunteer program including participation requirements, reimbursement policies, volunteer scheduling, training, etc.
- Assists the Training Officer in developing, implementing, and maintaining recruitment and retention programs, materials, equipment, and displays.
- Monitors the program success, researches new programs, and monitors the development of new recruits.
- Provides support to Volunteers which may include: assisting with issuing PPE, training, coordinating volunteer activities and other duties as assigned.
- Schedules recruitment and retention activities at community events, develops public relations with the media as well as new partnerships with local businesses, schools, civic organizations, and other community groups as it pertains to recruitment and retention of Volunteers.
- Serves as a point of contact to Volunteers disseminating pertinent information regularly to all groups
- Participates in training activities including acting as an instructor as needed.
- Communicates regularly with duty crews regarding volunteer performance and participation
- Facilitates the Volunteer mentoring program.
- Works in conjunction with the Training Officer to develop and coordinate Volunteer recruitment programs.
- Assists the Training Officer with Volunteer Recruit Academy and new member orientation.
- Responsible for accurate documenting and reporting of Volunteer activities and participation.
- Coordinates and/or assists with Volunteer functions, such as graduation ceremonies, award presentations, etc.
- May coordinate, participate in, or assist with Fire Prevention and Public Education activities.
- Serves as a District representative to the Glenwood Volunteer Firefighters Associations.
- May attend meetings as requested including staff meetings, Board meetings, volunteer, and training meetings. May also attend conferences, seminars, or training sessions to upgrade job knowledge, management, and communication skills.
- Manages and/or assists with special projects.
- Performs special projects, programs, or other duties as assigned.

Minimum Qualifications

- Must be a high school graduate or have equivalent GED certificate
- Must be an Iowa EMT
- Must be certified as IFSAC Firefighter1 & 2
- Must be certified as IFSAC Haz-Mat Ops
- Must be certified as IFSAC Instructor 1 or equivalent
- Most possess two years' experience as a career/volunteer firefighter
- Must be able to perform mental and physical tasks essential to the functions of a Firefighter/EMT
- Must have good computer skills
- Must have a valid driver's license and be insurable
- Must have a clean criminal history
- Outstanding personal communication skills

Desired Qualifications

- Experience in effective volunteer recruitment and retention activities
- AAS Degree in Fire Science or related field
- Experience in public speaking and public presentations
- Demonstrated project management experience
- Program development experience
- Have a working knowledge of clerical filing systems and proficient computer skills, including the use of Microsoft Office
- Availability to work a flexible schedule, including some evenings and weekends

Work Environment

The environment characteristics described here are representative of those a Recruitment & Retention Coordinators encounters while performing the essential functions of the job.

Work is performed in an office, station, emergency scene, other business/community structures, occasionally in vehicles or outdoor settings in varying weather conditions, during the day and sometimes at night.

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.

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 the job.

- **Constant Demands:** Sitting, talking, hearing, seeing, a negligible amount of force constantly to move objects.

- **Frequent Demands:** Standing, walking, stooping, kneeling, reaching, lifting, grasping, repetitive hand and arm motion.
- **Occasional Demands:** This position requires firefighting, which includes operating equipment at emergency scenes, extinguishing fires, saving life and property as well as responding to medical calls.