

**RIVERSIDE FIRE AUTHORITY**  
**CLASSIFICATION DESCRIPTION**

**JOB TITLE: VOLUNTEER RECRUITMENT AND RETENTION COORDINATOR**

**REPORTS TO: FIRE CHIEF or designee**

**DATE: DRAFT March 9, 2021**

**CLASSIFICATION DEFINITION**

The volunteer recruitment and retention coordinator develops and evaluates programs and systems intended to meet the Authorities volunteer personnel recruitment and retention staffing goals. The work is of an independent nature typically under the general direction of the Fire Chief and the Assistant Fire Chief.

**GENERAL DUTIES AND RESPONSIBILITIES**

1. Is responsible for the day-to-day recruitment and retention activities.
2. General requirements to include but not be limited to
  - a. Must be able to read, write and speak English.
  - b. Must be 21 years of age.
  - c. Must have a valid Washington State Driver's license without restrictions and have a drivers record that is acceptable to the Authorities insurance carrier
  - d. High school diploma or GED
  - e. Pass pre-employment background checks
3. Continually work to promote the positive public image of the Authority.

**WORK HOURS**

1. The recruitment and retention coordinator works an hourly schedule of approximately 40 hours per week.
2. Flexible work hours are required including periodic weekend and evening recruitment activities and volunteer personnel meetings that accommodate their availability.
3. Some travel is required within the Authority boundaries and outside the area for education and training opportunities.

## **ESSENTIAL FUNCTIONS**

The following are examples of duties and responsibilities. The position may be assigned other duties to meet Authority needs, consistent with an employee's experience, skills and abilities.

1. Develop, implement, evaluate, and coordinate programs and activities for recruiting and retaining volunteer personnel.
2. Assess opportunities in our area to recruit a wide variety of candidates that are representative of the demographics living within our communities.
3. Serve as volunteer personnel recruitment and retention program manager and grants administrator as applicable.
4. Develop partnerships with social, civic, educational, and other groups to foster volunteer recruitment.
5. Monitor and recommend alterations to established recruitment and retention methods and or record keeping systems within area of responsibility to improve efficiency and effectiveness.
6. Serve as liaison as needed within the chain of command between volunteer members and agency management, supervisors and other members.
7. Supports the training and probation coordinators as it relates to volunteer programs.
8. Develop and staff a volunteer retention committee.
9. Monitor volunteer personnel attendance and other agency affiliation requirements. Meet with volunteer personnel to provide counsel and support for compliance with agency standards. Assist volunteer personnel in establishing and pursuing their goals.
10. Have solid marketing and public relations skills.
11. Have the ability to develop and or coordinate grants for the purpose of volunteer recruitment and retention.
12. Attend meetings, seminars, schools and or training sessions as assigned or required to remain current on training requirements, standards, practices, and programs.
13. Assist with screening, interviewing and background checking volunteer applicants.
14. As needed serve as liaison between the recruit trainees, the company officers and the mentors during the academy.
15. Assists to facilitate the resolve of issues and conflicts by counseling members as needed or at their request. Promotes the resolve of conflicts by educating, informing and the utilization of the chain of command.
16. Reviews and provides input on Authority operations as it relates to volunteer programs.
17. Encourages and promotes volunteers to organize and manage activities and functions.
18. Assists with budget development process and strategic planning.

The intent of listing these essential functions is to describe many of the principal functions of the classification. The listed essential functions shall not be construed to be a complete listing of duties that may be assigned to the classification.

## **KNOWLEDGE / ABILITIES AND SKILLS**

1. Meet and work with the public and personnel in a courteous and professional manner.
2. Gain knowledge of applicable, laws, ordinances, regulations, policies and procedures.
3. Demonstrate ability to operate variety of office machines and computer programs.
4. Communicate effectively orally and in writing. Effectively give verbal and written instructions.
5. Exercise sound judgment in evaluating situations and in making decisions.
6. Establish and maintain a wide variety of relationships with other employees, volunteers, supervisors and the public.

## **DESIRABLE QUALIFICATIONS**

1. AA/AS in human resources or related field
2. Demonstrated ability to develop, implement, manage and evaluate programs involving a wide variety of stakeholders and interests.
3. Previous experience in advertising and or recruitment of personnel.
4. Experience as a volunteer. Experience with public safety - emergency services.
5. Knowledge of local area including demographics and resources that may be helpful in achieving defined goals of the volunteer programs.
6. Bi lingual for interaction with Spanish speaking population.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential job functions. Reasonable accommodations may be made in accordance with law and policy.

1. The employee is frequently required to stand, walk, use hands to finger, handle and or operate objects or controls and reach with hands and arms. Sitting for extensive times, climb stairs, stoop, kneel, and bend.
2. The employee frequently lifts and moves things weighing 10 pounds and occasionally up to 50 pounds.
3. Vision used include close, distant, color, peripheral, depth and focus.
4. Most work is performed in office setting but driving of motor vehicles may be required.
5. Noise level is normally a quiet office setting but outside peripheral to Fire Service training activities may require hearing protection.

The Authority reserves the right to modify the aforementioned classification description and any related policies at any time.