



Job Description

TITLE: Division Chief of Volunteer Recruitment and Retention Coordinator	JOB CODE: 3784
DEPARTMENT: Fire Department	FLSA: Non-Exempt
PREPARED: October 29, 2015	FLSA CLASS: Professional
UPDATED: May 24, 2022	WORK LOCATION: Aztec, NM
	REMOTE WORK ELIGIBLE: YES

Summary: Under limited supervision of the Fire Chief, the Division Chief of Volunteer Recruitment and Retention Coordinator administers, coordinates, and develops the recruitment and retention initiatives of our volunteer firefighters for San Juan County Fire Department. The individual will assume a high level of responsibility as an administrator of the Volunteer Recruitment and Retention Program and thus previous leadership within a fire organization is preferred. The coordinator may be expected to address community organization, County Commissioners, legislators, and legislative committees. The coordinator will manage necessary programs to retain current volunteers and recognize them for the service they render. On a rotating basis, serves as a Duty Officer with the responsibility of responding to major incidents for the purpose of managing, directing or providing logistical support to incidents as needed. The individual must be motivated, enthusiastic, and positive with strong public speaking and communications skills to promote the Fire Department.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Coordinates Fire Department's Volunteer Firefighter recruiting initiatives; create recruiting and interview plan; conduct reviews to determine the effectiveness of recruiting plans and implementation; research and recommend resources for recruiting; build professional and academic contacts.
- Implement staffing initiatives of actively recruiting by traveling and promoting Fire Department at open house events, local fire department related campaigns, fairs, district events, and so forth.
- Manage media informational and recruitment campaigns by means of newspaper, radio, television, or big-screen advertisements at movie theaters, as well as through the use of signage, posters, station banners, and social media.
- Establish and maintain an effective program to provide prospective members with up to date information via printed handouts, brochures, and newsletters.
- Community outreach for risk-reduction and call volume reduction.
- Assist with coordinating volunteer member processing including background and reference checks, drug screening and physicals.
- Handle sensitive and confidential information; maintain recruitment files and perform periodic audits for compliance and recordkeeping requirements.
- Responsible for familiarizing all volunteers with available benefits such as the P.E.R.A. Retirement Act and requirements, Volunteer Firefighter/EMT Accidental D&D Policy, Federal Accidental D&D benefits; determining what improvements can be made and implementing those improvements.
- Actively engaged in the training and fostering of new firefighters, the development of volunteer officer and manager training programs, professional skills development programs, communication and leadership skills, and the implementation of clear and consistent criteria for advancement within the volunteer ranks.
- Involved in establishing different volunteer classifications based, in part, on differing levels of time, physical effort, and individual commitment to include active Firefighter/EMT, Firefighter only, EMT only, Cadet, and Auxiliary functions/event organization, paperwork and reporting, extended response support, vehicle maintenance, station maintenance, etc.
- Assist in developing training based on State and Federal standards; recommends standards for the district volunteers.
- Assist with Department wide computer programs and desktop support to all staff at all districts.

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Volunteer Recruitment and Retention Coordinator

- Strive to develop volunteer career opportunities in the fire and EMS community, and work to enhance available training opportunities, and the professional skills of volunteer members.
- Assist in organizing and supervising training for firefighters of the fire districts; ensure that volunteer firefighters have adequate training to prepare them to safely respond to emergency calls.
- Serves as a liaison officer for the fire districts as assigned by the Fire Chief.
- Performs other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of the principles and practices of emergency response procedures and treatment methods; fire and rescue apparatus, fire suppression, and equipment.
- Knowledge of all local, state and federal laws, ordinances, rules and regulations pertaining fire and life safety codes and enforcement requirements, emergency medical services, public safety, fire protection, and fire training and curriculum development and delivery.
- Knowledge of County and Fire department policies and procedures.
- Knowledge in public relations and media; strong working knowledge of word processing, brochure and pamphlet preparation, and publishing.
- Knowledge of geographical area of San Juan County.
- Knowledge of human resources and employee benefits operations and functions.
- Knowledge of methods and techniques of recruitment, selection and interviewing.
- Knowledge of employment laws and regulations.
- Ability to think and act quickly and to act independently under stressful emergency conditions.
- Ability to work closely with a diverse volunteer population.
- Skill in public relations, traditional and social media marketing.
- Skill in preparing recruiting documents, reports, and correspondence.
- Skill in effectively managing, prioritizing, leading and delegating work and projects.
- Skill in identifying needs, developing programs and conducting training programs.
- Skill in communicating tactfully and effectively with all levels of the general public, both orally and in writing.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in working independently or as a team member.
- Skill in planning and implementing policies and procedures.
- Skill in establishing and maintaining effective working relationships with elected officials, volunteer firefighters, fire administration, field staff, County staff and the general public.
- Skill in the use of a personal computer, Fire/EMS software, standard business and publishing software.

Education and Experience:

- High School Diploma or GED equivalent, five (5) years' experience as a volunteer Firefighter, with at least two (2) years of management and/or supervisor experience at a rank of Lieutenant or higher; or equivalent combination of education and work experience sufficient to perform the duties of the position.
- Associates degree in Fire Science, Emergency Medical, Safety, Emergency Management or related field, preferred.
- Must have previous experience working with a volunteer or combination fire department.
- Must be an FR/EMT licensed by the State of New Mexico.
- Must have a IFSAC I & II Firefighter certification or equivalent.
- Must have unexpired EMR license at time of hire
- Must have NM EMT-Basic within one year of employment.
- Administrative and managerial experience is highly desired
- Valid State of New Mexico Class E Driver's license or able to obtain within six (6) months of employment.

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Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office and outdoors in varied weather conditions; requires physical exertion under vigorous and unusual conditions.
- Employees may be subject to various firefighting agents and other risks inherent to rescue, EMS, and firefighting. May be subject to cuts, bruises, scrapes, burns, broken bones, insect and animal bites, germs, bacteria, viruses, environmental allergens, gases and fumes.
- Position frequently requires travel.
- Full-time work hours for this position consist of call-outs and flexible hours as a requirement.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County’s electronic ERP system as necessary and appropriate based on the needs and requirements of this position.
- Some work duties may be performed “remotely” outside of County facilities. For remote access you must complete and maintain a current remote work agreement.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.
- Specialized firefighting apparatus and tools.

Approvals:

Employee: _____ **Date:** _____

Supervisor _____ **Date:** _____

Department Head: _____ **Date:** _____