

Job Title:	Recruitment and Retention Coordinator
Department/ Division:	Fire
Exemption Status:	Non- Exempt
Immediate Supervisor:	Fire Chief
Normal Work Schedule:	Varies
Pay Band:	

Brief Description of the Job

Under limited supervision assists the department in the recruitment, retention, coordinating, and training of volunteer personnel for the Town of Batesburg-Leesville Fire Department. Performs firefighting, emergency medical response, technical rescues and other duties to protect lives and property.

Essential Functions

The following functions are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Develop and proposes procedures for the department in matters of operations and safety for Explorers and volunteers.

Develop Firefighter I and II program for Explorers in cooperation with Lexington School District Three.

Refer to National standards, State standards, local ordinances, Department standard operating guidelines manual, web based training sites, policy and procedure manuals, codes/laws/regulations, publications and referenced texts, etc.

Operate a variety of equipment such as personal protective equipment, fire engines, computers, printer, fax machine, scanner, etc.

Use a variety of tools such as radios, thermal imaging camera, digital recording instrument, etc.; a variety of supplies such as forms, reports, general office supplies, etc.; and a variety of computer software such as Firehouse, Microsoft Office, FIT Tester, etc.

Interact and communicates with various groups and individuals such as the Fire Chief, Fire Department employees, other town employees, elected officials, and the general public.

Recruitment and Retention Coordinator

Ensure the proper and adequate training of volunteer fire fighting personnel to handle any emergency or request for emergency assistance from the public or any agency in order to protect life and property.

Supervisory duties include instructing, assigning, reviewing, and planning work of volunteers/Explorer program. Develops and manages programs with local schools, and Career Technology Center to build interest in our local youth for the fire service.

Responsible for ensuring compliance with minimum training standards and managing training activities of firefighters.

Supervises, develops and conducts training sessions applicable to firefighters including, but not limited to, live fire fighting, extrication, and handling of hazardous materials incidents. Assist Administration with the maintenance of training data for all personnel.

Makes recommendations and, upon approval, develops and coordinates retention activities to maintain an adequate trained and active volunteer fire suppression force. Develop processes and programs to provide skills maintenance training for active volunteer fire suppression force including, when possible, individualized training schedules and programs.

Prepare audio visual aids for instructional purposes.

Make presentations before civic organizations and other groups as required by volunteer recruitment planning.

Attend training seminars, training sessions, and meetings as directed, both within and outside the department.

Offers budget recommendations related to volunteer programs, retention efforts, and training activities.

Attend weekly and monthly volunteer meetings including Explorer program meeting. Also attend staff meetings with the career staff as required.

Maintain and audit the volunteer response records and manage the State's Volunteer Incentive Program (VIP).

Respond to emergency incidents to assist Incident Command and evaluate the use and abilities of volunteer personnel.

Perform general administrative / clerical work as required, including but not limited to preparing reports and correspondence, copying and filing documents, entering and retrieving computer data, attending and conducting meetings, answering the telephone, etc.

Recruitment and Retention Coordinator

Additional Job Functions

Perform public fire and life safety education programs throughout the community.

Perform various administrative tasks as required, including preparing reports and correspondence, entering and retrieving computer data, copying and filing documents, reviewing professional journals, returning telephone calls, attending and conducting meetings, answering the telephone, etc.

Perform other related duties as required

Knowledge, Skills and Abilities

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of the Fire Department as they pertain to the performance of duties of the Recruitment and Retention Coordinator. Has considerable knowledge of the practices, procedures rules, and regulations of the position. Has knowledge of supervisory techniques and methods and is able to supervise firefighters effectively. Is able to oversee the work of subordinates and to promote their safety. Has knowledge of the activities related to fire administration and firefighting. Has knowledge of how to maintain emergency vehicles and related equipment, supplies, and materials. Is highly skilled in administering first aid and CPR, as well as other medical treatments and assistance. Has knowledge of how to communicate effectively, tactfully, and persuasively with members of the public in difficult situations which may arise. Has knowledge in all proper techniques relating to firefighting and extinguishment. Is able to communicate both orally and in writing with various agencies, and individuals of a variety of professions. Is able to respond, act, and think, quickly and accurately in stressful and/or emergency situations. Is able to maintain accurate records of policies and procedures established by the department. Is able to communicate effectively, follow instructions, and give instructions clearly and concisely on occasion. Is able to operate and maintain various equipment and machines, operating same in safe manner. Is able to work in varying degrees of adverse weather conditions. Has knowledge of how to operate two-way radio equipment. Has knowledge of radio codes and signals. Is able to work under highly stressful conditions. Has knowledge of training methods and is able to instruct others through explanation, demonstration, and supervised practice. Is able to inspect the work of subordinates to ensure safe and proper compliance with all applicable standards and regulations. Is capable of providing guidance and assistance to members of the general public as needed.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interface with all Town departments and divisions, co-workers and customers, and the general public.

Recruitment and Retention Coordinator

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and on time with a minimum of tardiness and absences and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgments in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the Town.

Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Recruitment and Retention Coordinator

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Planning: Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding the activities and works to ensure such expectations are met. Designs and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

Organizing: Organizes work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all Town and department matters affecting them and/or of concern to them.

Staffing: Works with Personnel Department to select and recommend employment of personnel for the department who are qualified both technically and philosophically to meet the needs of the department and Town. Personally directs the development and training of department personnel in order to ensure that they are properly inducted, oriented and trained.

Leading: Provides a work environment, which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so that they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of Town goals and objectives.

Controlling: Provides a work environment, which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of Town standards, methods and procedures.

Delegating: Assigns additional duties to staff as necessary and/or appropriate in order to meet department goals, enhance staff abilities, build confidence on the job and assist staff members in personal growth. Has confidence in staff to meet new or additional expectations. **Decision Making:** Uses discretion and judgment in developing and implementing courses of action affecting the department. When a particular policy, procedure or strategy does not appear to be achieving the desired result, moves decisively and definitively to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of department and Town. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change.

Recruitment and Retention Coordinator

Human Relations: Strives to develop and maintain good rapport with all staff members. Listens to and considers their suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

Policy Implementation: Has a clear and comprehensive understanding of Town policies regarding the department and Town function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

Policy Formulation: Keeps abreast of changes in operating philosophies and policies of the Town and continually reviews department policies in order to ensure that any changes in Town philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance same.

Job Requirements

MINIMUM TRAINING AND EXPERIENCE

Requires an high school diploma and five years of experience in the fire service; or any equivalent combination of training and experience which provides the required skills, knowledge and abilities. Must have successfully completed required courses and certification which include Firefighter II, Instructor I and active S.C. Fire Academy Instructor certification; may be required to possess additional certification(s) as deemed necessary by the Town of Batesburg-Leesville. Must possess a valid South Carolina driver's license.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED

TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including fire apparatus and other firefighting equipment, etc. Must be physically able to exert up to one hundred pounds of force occasionally and/or frequently to lift, carry, push, pull, or otherwise move objects. Physical demands are in excess of sedentary work. Work involves reaching, stooping, bending, standing, walking, climbing, balancing, etc. Must pass applicable physical in accordance with NFPA 1582.

Recruitment and Retention Coordinator

Data Conception: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. To include the receiving of information and instructions from supervisor as well as the giving of instructions and assignments to subordinate personnel.

Language Ability: Requires the ability to read a variety of documents and reports. Requires the ability to prepare documents, reports, etc., using the proper format, punctuation, spelling and grammar, using all parts of speech. Has the ability to communicate with schools, students, immediate supervisor, subordinates, architects, engineers, builders, and the general public with poise, voice control and confidence.

Intelligence: Has the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form. Must have the ability to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information and to follow verbal and written instructions. Must be able to use and interpret engineering, legal, counseling, accounting, mechanics, electrical and personnel terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages and decimals; to determine time and weight; to utilize algebraic, geometric and trigonometric system; and to utilize basic statistical formulas and inferences.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes in using firefighting equipment and machinery, automated office equipment, and hand tools. Requires the ability to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, fire equipment and vehicles, control knobs, switches, etc. Must have levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Recruitment and Retention Coordinator

Interpersonal Temperament: Has the ability to deal with people beyond receiving instructions. The worker needs to relate to people in situations involving more than receiving instructions. Must be adaptable to performing under high stress when confronted with an emergency.

Physical Communication: Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for the job. Finally, each employee must immediately report any unsafe work practices and unsafe conditions as well as any on-the-job injuries or illnesses.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.