



JOB DESCRIPTION

JOB TITLE: Volunteer Recruitment & Retention Specialist

(Grant Funded, Part-Time, Limited Term Position to 6/2017)

OVERALL RESPONSIBILITY: The Volunteer Recruitment and Retention Specialist works within the supervision of the CCVESA President and oversees the CCVESA Volunteer Recruitment and Retention Program. Working within the guidance of the CCVESA Liaison, operational objectives, the current and revised master and strategic planning models, and the requirements committed to in the SAFER grant EMW-2012-FF-00145, the Volunteer Recruitment and Retention Specialist will assist in developing, leading, and implementing comprehensive effective programs that will attract and retain qualified volunteers to the Carroll County Volunteer Fire Departments. This position conducts business affairs within the scope of the policies and procedures of CCVESA.

This position has responsibility for planning, organizing and directing the Volunteer Coordination aspects of CCVESA Volunteer Recruitment and Retention. The Volunteer Recruitment and Retention Specialist will normally work an average of 20-hours a week and may, from time to time be assigned a work schedule by the CCVESA President for the purpose of efficiency and expediency. The Volunteer Recruitment and Retention Specialist may be asked to participate in the strategic planning processes of the Association.

The individual fulfilling the duties and responsibilities of the Volunteer Recruitment & Retention Specialist will at all times present themselves in a courteous, professional and responsible manner.

REPORTS TO: President, Carroll County Volunteer Emergency Services Association (CCVESA)

ESSENTIAL DUTIES AND RESPONSIBILITIES

The job duties and responsibilities represented in this job description in no way imply that these are the only duties to be performed. Individuals occupying this position will be required to follow any other job related instructions and to perform any other job related duties requested by the President. Specific duties and responsibilities within the three primary areas of responsibility include, but are not limited to:

- Assist the CCVESA members in developing and maintaining an effective volunteer program.
- Assist the CCVESA Liaison/Recruitment and Retention Coordinator with ongoing CCVESA Recruitment and Retention Programs.

Function at both strategic and tactical levels, working in conjunction with association personnel to analyze data/issues, forecast needs, draw conclusions, and identify potential solutions, project consequences of proposed actions, and effectively implement recommendations.

- Assist with project teams and coordinate complex programs, utilizing highly developed project management, written/verbal communication and presentation skills.
- Assist in establishing and maintaining effective internal and external working relationships.
- Utilize excellent organizational skills with ability to work well under pressure of deadlines and constantly changing priorities.
- Attends meetings when assigned, and provide reports with the concurrence of the President of the Association.

DESIRED MINIMUM QUALIFICATIONS

- Knowledge of basic fire service and EMS terminology and operational procedures of Carroll County volunteer fire departments.
- Knowledge of techniques and programs that will successfully contribute to the recruitment and retention of volunteers within the Carroll County Volunteer Fire Departments.
- Dealing harmoniously with people in promoting harmonious community and Department interactions.
- Work and communicate with people of all ages and socioeconomic groups.
- Communicate fluently in written and spoken English.
- Communicate effectively, orally and in writing
- Utilize and demonstrate logical and progressive reasoning ability that supports cause and effect relationships.
- Demonstrate logical, progressive deductive reasoning ability to arrive at reasonable conclusions in the absence of established facts.
- Create and manage budgets.
- Remain clear-headed and diplomatic in stressful situations.
- Obtain/maintain a valid Maryland State driver's license and good driver's record as identified by department policy.
- Successfully pass a thorough background investigation to include employment reference check and verification of all applicable certifications and educational degrees.
- Successfully pass a thorough criminal and civil background investigation to the extent permissible by law.

TRAINING AND EXPERIENCE

- A minimum of an Associate's degree in Fire Science and/or Fire Administration, Public Relations Mass Communications or other related discipline is required from an accredited college or university. Equivalent work experience may be substituted as approved by the President.
- Preferred qualifications would include a Bachelor or Master's Degree in Fire Science and/or Fire Administration, Public Relations Mass Communications or other related discipline.
- Preferred experience working in program management, and volunteer recruitment and retention.

Special requirements:

- A valid Maryland State Driver's License

The Association reserves the right to evaluate and consider any combination of education and experience that tends to indicate the applicant possesses the skills, knowledge and abilities listed herein.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical/Mental Demands:

- The individual must have the ability to conduct coherent voice communication in person as well via portable radio and telephone.
- While performing the duties of this job, the individual is frequently required to stand; sit walk; talk and hear; use hands to operate objects and reach with hands and arms.
- Hand-eye coordination is necessary to operate drawing instruments, computers and various pieces of office equipment.
- Work is performed primarily in the fire station and public assemblies.
- While performing the duties of this position, the individual will be regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or skills; and interact with fire district members, other organizations and the public.
- The work requires a high level of time management ability, with the ability to prioritize competing work responsibilities.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. However, some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other individuals.

Work is performed indoors and outdoors. The individual has extensive contact with the public.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility but it should not be considered an all-inclusive listing of work requirements.

This job description does not constitute an employment agreement between the Employer and Individual and is subject to change as the needs of the Employer and requirements of the job change.