



LISBON VOLUNTEER FIRE COMPANY, INC.

P.O. Box 40 □ 16104 Frederick Rd □ Lisbon, MD 21765 □ lisbonvfc.org

TITLE: Recruitment & Retention Coordinator

(Grant Funded, Part-time, Limited Term, Contractual Position)

JOB SUMMARY:

The Recruitment & Retention Coordinator is an at-will, contractual, employee who will work up to an average of 27 hours per week for the term of the grant.

Under the direct supervision of the President, or their designee, and the Board of Directors, the coordinator oversees and manages the Lisbon Volunteer Fire Company Volunteer Recruitment and Retention Program. The Recruitment & Retention Coordinator will help develop, lead, and implement comprehensive, effective volunteer recruitment and retention programs. The Recruitment & Retention Coordinator will provide onboarding, direction for scheduling of training and orientation of new volunteer membership. The position may aid with the coordination and participation of fire prevention and public education programs.

ESSENTIAL JOB FUNCTIONS:

- Coordinates and manages the new volunteer membership, including, participation requirements, company policies, volunteer scheduling, training, etc.
- Develops, implements, and maintains recruitment and retention programs, materials, equipment, and displays.
- Monitors the program success, researches new programs, and



LISBON VOLUNTEER FIRE COMPANY, INC.

P.O. Box 40 □ 16104 Frederick Rd □ Lisbon, MD 21765 □ lisbonvfc.org

monitors the development of new recruits.

- Provides support to volunteers, which may include, assisting with 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, colleges, schools, civic organizations, and other community groups as it pertains to recruitment and retention of volunteers.
- Serves as a point of contact to volunteers for disseminating pertinent information regularly to all groups.
- Communicates regularly with on duty crews regarding volunteer performance and participation.
- Facilitates the volunteer mentoring program.
- Assists the new member volunteer orientation and onboarding.
- Responsible for accurate documentation and reporting of volunteer activities and participation.
- Coordinates and/or assists with volunteer functions, such as, graduation ceremonies, award presentations, etc.
- May attend meetings as requested, including, staff meetings, company meetings, Junior Volunteer, and training meetings.
- May also attend conferences, seminars, or training sessions to upgrade job knowledge, management, and communication skills (attendance time may be paid for, if approved by the President).
- In addition to the above, this position requires skills in performing various administrative clerical work, as necessary.



LISBON VOLUNTEER FIRE COMPANY, INC.

P.O. Box 40 □ 16104 Frederick Rd □ Lisbon, MD 21765 □ lisbonvfc.org

OTHER DUTIES:

- May coordinate, participate in, or assist with Fire Prevention and Public Education activities.
- Performs/or assists with special projects, programs, or other duties, as assigned.
- Prepare written budget proposals for specific programs or activities, so that all guidelines are followed, and the budget identifies all program needs.
- May respond as an additional crew member on responses if qualified and approved for riding status.

KNOWLEDGE, SKILLS, AND OTHER ABILITIES

KNOWLEDGE OF:

- Basic fire service and EMS terminology and operational procedures.
- Principles, practices, and procedures of modern firefighting and emergency medical services.
- Principles and practices of emergency medical care, such as, basic life support, cardiopulmonary resuscitation, and other medical assistance techniques.
- Demonstrates knowledge and understanding of fire prevention practices.
- Knowledge of existing organization policy, procedures, and guidelines.

SKILLS IN:

- Effective communication skills and techniques required for



LISBON VOLUNTEER FIRE COMPANY, INC.

P.O. Box 40 □ 16104 Frederick Rd □ Lisbon, MD 21765 □ lisbonvfc.org

gathering, evaluating, and transmitting information to people of all ages and socioeconomic groups.

- Principles and practices of customer service.
- Methods and techniques of public relations.
- Office procedures, methods, and equipment including computers, scanners, copiers, and fax machines.
- Spelling, grammar, and punctuation.
- Knowledge and skills in utilizing social media, such as Facebook and Instagram, for public outreach.
- Computer software applications, such as word processing, spreadsheets, and statistical databases, as necessary.

ABILITY TO:

- To influence, train, monitor, persuade, and convince, in favor of a desired outcome.
- To act as a lead person on specific projects.
- To exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.
- To always demonstrate professional courtesy and behavior.
- Work in a stressful environment while maintaining composure.
- Function as part of a crew.

MINIMUM QUALIFICATIONS:

- The successful candidate should have excellent time management skills and manage multiple time sensitive projects.



LISBON VOLUNTEER FIRE COMPANY, INC.

P.O. Box 40 □ 16104 Frederick Rd □ Lisbon, MD 21765 □ lisbonvfc.org

- The successful candidate should be computer savvy and have knowledge of Microsoft Office Suite Products.
- The successful candidate should be familiar with multiple social media platforms as they pertain to recruitment and public interaction, such as Facebook, Instagram, and Twitter.
- The successful candidate should be a self-driven, motivated individual with the ability to work with minimal direct supervision.
- Associate's degree from two-year College or three years of office experience, including records management practices and principals.
- Experience and credentialing in firefighting operations is preferred or equivalent combination of education and experience.

DESIRED QUALIFICATIONS:

- Preferred experience in effective volunteer recruitment and retention activities.
- Preferred AAS Degree in Fire Science or related field and/or equivalent combination of education experience.
- Experience in public speaking and public presentations.
- Program development and management experience.
- 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



LISBON VOLUNTEER FIRE COMPANY, INC.

P.O. Box 40 □ 16104 Frederick Rd □ Lisbon, MD 21765 □ lisbonvfc.org

essential functions of the job.

Work is performed in an office, station, and 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 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 REQUIREMENT/DEMANDS:

The physical demands described here are representative of those that must be met to successfully perform the essential functions of the job.

- Annual Lisbon Volunteer Fire Company physical and satisfactorily pass the medical requirements. (If applicable.)
- Work in a drug/alcohol free environment; with mandatory and pre-employment drug testing.
- **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.

UNUSUAL DEMANDS:

- Ability to be flexible and may be required to attend trainings, meetings, conferences, and give tours, some of which will occur during the evenings (after work hours) and/or during the early morning and weekends.



LISBON VOLUNTEER FIRE COMPANY, INC.

P.O. Box 40 □ 16104 Frederick Rd □ Lisbon, MD 21765 □ lisbonvfc.org

- Light travel to venues is often required.

WORK HOURS:

- The position's work week is flexible with the minimum hours totaling twenty (20) hours with a maximum of no more than twenty-nine (29) hours worked during a week. Oftentimes, the hours required of this person can be during evenings and weekends.
- With flexibility to be modified to accommodate trainings, meetings, conferences, and tours.
- This position is a part-time, contractual, position with no benefits.
- This position is a renewable, grant funded position over the course of four years or the term of the grant.

FLSA STATUS:

- Non-Exempt