



EAST JEFFERSON FIRE RESCUE

JOB DESCRIPTION

Number: 0024

Volunteer Coordinator

SECTION 1.0 PURPOSE

To establish a job description for a Volunteer Coordinator within East Jefferson Fire Rescue.

SECTION 2.0 SCOPE

Working closely with administrative and firefighting personnel, the Volunteer Coordinator shall support all aspects of the organization's volunteer program including testing, scheduling, outreach and development of volunteers. The Volunteer Coordinator shall report directly to the Volunteer Program Manager while collaborating with Community Risk Reduction, Human Resources and EJFR personnel as tasked.

SECTION 3.0 TYPICAL DUTIES

- 3.1** Communicates with all departments of the organization to identify available opportunities and needs for volunteers.
- 3.2** Designs and maintains communication flow between volunteers and department leaders.
- 3.3** Recruits volunteer staff to fit various roles using a variety of resources and techniques.
- 3.4** Gathers information about each volunteer's skills, availability, and goals; matches volunteers with appropriate opportunities based on this data.
- 3.5** Schedules, coordinates, and assigns volunteers to appropriate departments, supervisors, and/or mentors.
- 3.6** Regularly communicates with volunteers and duty crews to ensure placement is a good fit for individual's skills and goals.
- 3.7** Maintains files, records, applications, and other data concerning volunteer program.
- 3.8** Maintains guidelines, best practices, and procedures for volunteer program.
- 3.9** Assists in coordination of volunteer recognition and appreciation events and activities.
- 3.10** Works with Finance and District Secretary to track and communicate pension eligibility.
- 3.11** Works with Human Resources and other program managers to set and track recruitment and retention goals.
- 3.12** Performs other related duties as required.

SECTION 4.0 QUALIFICATIONS

- 4.1 Excellent verbal and written communication skills.
- 4.2 Excellent organizational skills and attention to detail.
- 4.3 Strong leadership skills with ability to motivate and encourage others.
- 4.4 Proficient with Microsoft Office Suite and other related software.
- 4.5 Associate's degree in a related field preferred.
- 4.6 Experience with the fire service and/or other emergency services preferred.
- 4.7 Volunteer coordination experience preferred.
- 4.8 Knowledge of ICS, including completion of ICS 100, 200, 700 and 800.
- 4.9 Ability to utilize and assist others as they use multiple digital platforms such as Vector Scheduling and Vector Solutions.
- 4.10 Possess a strong sense/ability to follow-up and follow-through on individual outreach and assigned tasks, and an ability to interface with both duty crews and volunteer crews on a variety of matters.

SECTION 5.0 WORKING CONDITIONS

The working conditions and physical demands described below are representative of what the employee can anticipate – and which the employee must be able to perform (with or without a reasonable accommodation) as essential job requirements.

This is a part-time position, without specified working hours. That said, the Volunteer Coordinator is generally expected to work for 20 hours per week during the District's regular business hours. In addition, this position may be required to flex work hours outside of regular business hours and on the weekends.

The work is performed in a professional office setting – although the employee will also perform job duties in other environments from time to time. While performing the functions of this job, the employee is frequently required to sit at a desk, work on a computer and answer telephones. The employee must be able to stand, sit, walk, speak, use their hands to feel and handle objects, reach with their hands and arms, stoop, kneel, crawl and hear. The employee must be able to regularly lift and move up to 20 pounds and occasionally lift and move up to 50 pounds. Specific vision abilities required of this job include close vision, distance vision, color vision, and the ability to adjust focus.

The position is subject to exposure to high stress situations or environments, including contact with the public. The employee's work will be interrupted with other tasks and duties on a regular basis and the employee must have the ability to professionally handle and manage such interruptions.

The noise level in the work environment is generally quiet; however, the office space is subject to public interaction, 911 dispatch traffic and alert tones.

The statements contain 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 should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as

assigned. 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. In addition, the District reserves the right to update and modify this job description from time to time as it determines appropriate in its discretion.

EFFECTIVE DATE: 4/8/26

REPLACES: Previous Version

FIRE CHIEF: *Bret Black*