

# *Volunteer Program*



**Tallahassee Fire Department  
Program Coordinator**

Mona Pearson  
327 N. Adams Street  
Tallahassee, FL 32301  
[pearsonm@talgov.com](mailto:pearsonm@talgov.com)  
850-891-6652

# Table of Contents

Our Commitments	1
Guidelines	
Volunteer	2
Supervisor	4
Volunteer Policy: SOP	5
Organizational Chart	9
Sample Timesheet	10
Opportunities	11

# Our Commitments

## City of Tallahassee Vision

**Tallahassee, Florida, a city that remembers its past while focusing on the future - a vibrant capital city: fostering a strong sense of community, cherishing our beautiful, natural environment, and ensuring economic opportunities for all our citizens.**

## City of Tallahassee Mission

**The mission of the City of Tallahassee is to provide excellent services and facilities to support a high quality of life for our community.**

## Fire Department Vision

**The Tallahassee Fire Department, leading the fire service through excellence and dedication.**

## Fire Department Mission

**The mission of the Tallahassee Fire Department is to provide for the safety and welfare of our community and our members through prevention, preparation and protection.**

*“Proudly Serving Florida’s Capital City”*



# Volunteer Guidelines

To volunteer with the Tallahassee Fire Department, submit an application to the Department's Volunteer Coordinator. The application must be completely processed before participating in any project or sponsored activity.

## **Hours of Service**

*The Area Supervisor will coordinate work hours. Volunteers should contact the Area Supervisor if unable to meet pre-arranged schedule.*

## **Identification Card**

*Identification badges must be worn in a visible location at all times while performing assigned tasks. The badge is not worn or used outside the department unless on an assigned task. Misuse is cause for dismissal. The badge must be returned to the front office prior to departure.*

## **Tasks**

*Volunteers have assigned tasks and should not deviate from those tasks unless instructed to do so by an Area Supervisor. Volunteer satisfaction and safety are top priority.*

## **Dress**

*Volunteers shall wear appropriate business attire. If further explanation or direction is required, it shall be provided by the area supervisor.*

## **Volunteer Hours/Timesheets**

*Each volunteer is responsible for reporting hours worked to the Volunteer Coordinator. They are to be recorded on a Volunteer Timesheet and submitted to the Volunteer Coordinator by the fourth of each month. Blank timesheets are available in the front office.*

*“Proudly Serving Florida’s Capital City”*

## **Public Contact**

*Professionalism is a must. Each volunteer represents the Tallahassee Fire Department. Behavior must reflect the highest ethical and moral standards. Customer satisfaction depends on honesty, integrity, and sincerity.*

**Dismissal**

*Release of confidential information, inappropriate behavior, theft, misuse of information or materials, non-completion of an assigned project, violation of volunteer guidelines, insufficient hours, non-compatibility, chain of command violation, disruption of the program, or any other discretionary disqualifiers are all grounds for dismissal from the program.*


*“Proudly Serving Florida’s Capital City”*



# Supervisor Guidelines

- *Your volunteer must be able to contact you at all times. Please make sure that he/she has your office and cell telephone numbers in case of an emergency.*
- *You are responsible for correcting rule infractions. Please discuss and document any discussions with the volunteer.*
- *You coordinate the volunteer's orientation. This includes a building tour with emphasis on all emergency exits, restrooms, and copy and fax machines. Explain Department rules and regulations.*
- *Volunteers shall return their ID badges prior to departure from the program.*
- *As a supervisor, you are responsible for coordinating a set schedule with your volunteer. Volunteers should have regular hours to be worked each week. Repeated unexplained absences are cause for volunteers to be dismissed from the program and should be documented.*
- ***If you have any questions or concerns, you should contact the Volunteer Coordinator at (850) 891 – 6652.***

*"Proudly Serving Florida's Capital City"*

 <b>STANDARD OPERATING PROCEDURES</b>	<b>NUMBER</b> 1203	<b>SUBJECT</b> Volunteer Program	<b>EFF. DATE</b> 10/01/06
	<b>TOPIC</b> Volunteer Program		<b>AUTHORIZATION</b> <hr/> Cindy Dick

**PURPOSE:** The Tallahassee Fire Department welcomes the assistance of enthusiastic, dependable, and committed citizens who freely contribute their time and talents in an effort to enhance our service delivery. The Volunteer Program is designed to provide each Division with opportunities to supplement, but not replace, their workforce with volunteers.

**PROCEDURE:**

**I. SELECTION PROCESS**

- A. The Tallahassee Fire Department shall recruit volunteers on a continuous basis, without regard to gender, disability, age, race or other criteria. At the same time, Fire Department Divisions requesting volunteers shall submit written requests to the Volunteer Coordinator.
- B. Persons interested in becoming volunteers shall complete an application and submit it to the Volunteer Coordinator for processing. Applications shall be made available via the Fire Department website or from TFD Human Resources.
- C. Volunteer applicants must be at least eighteen years of age and have earned a minimum of a high school diploma or G.E.D. At the request of a prospective volunteer supervisor, and with the permission of the Fire Chief, minors or those who do not meet the minimum age or education requirement specified may be eligible to participate.
- D. Human Resources will complete criminal history and verify employment and other references on each applicant as deemed necessary, and prepare an applicant file. After obtaining this information, the Volunteer Coordinator and prospective volunteer supervisors will review each applicant for suitability for an available position.
- E. Prospective supervisors shall interview the applicant in person to determine their suitability for and interest in a particular position. The interview should address the qualifications of the applicant, the applicant's commitment to fulfill the requirements of the position, and answer any questions the applicant may have about the position. Afterward, the supervisor, or the Volunteer Coordinator as appropriate, will notify each applicant as to whether they have been selected as a



**STANDARD OPERATING PROCEDURES**

<b>NUMBER</b> 1203	<b>SUBJECT</b> Volunteer Program	<b>EFF. DATE</b> 10/01/06
<b>TOPIC</b> Volunteer Program		<b>AUTHORIZATION</b> <hr/> Cindy Dick

Volunteer.

- F. In order to be properly trained and utilized by their assigned area, Volunteers must be willing to serve a minimum of 4 hours per month.
- G. The Fire Department accepts the service of its Volunteers with the understanding that such service may be terminated at any time, for any reason, by the Department. Likewise, a Volunteer may resign from their volunteer service with the Department at any time.

**II. VOLUNTEER TRAINING AND SERVICES**

- A. All Fire Department members are encouraged to assist in the creation of meaningful and productive roles in which Volunteers can serve. No Volunteer shall be placed into a position for which a job description has not been submitted to TFD Human Resources.
- B. All volunteers shall be supervised by the supervisor of the area to which they are assigned. The supervisor may delegate supervisory authority regarding a Volunteer assignment to one of their sworn or civilian subordinates but not to another Volunteer.
- C. The area supervisor, or designee, shall provide orientation and training to each Volunteer assigned to their area. It is the supervisor's responsibility to ensure that each assigned Volunteer:
  - 1. completes tasks within the parameters of their position description, and
  - 2. keeps a monthly record of their attendance, which is submitted to the Volunteer Coordinator on the first workday following the end of each month.

**III. GENERAL RESPONSIBILITIES**

- A. Volunteers shall be issued a Tallahassee Fire Department photo ID (proximity) card identifying their volunteer status. They shall display their ID card at all times when performing volunteer services inside or outside the Department office. At no time will a Volunteer display their ID card to represent himself or herself as a Fire Department employee or to secure special privileges or personal





**STANDARD OPERATING  
PROCEDURES**

**NUMBER**

1203

**SUBJECT**

Volunteer Program

**EFF. DATE**

10/01/06

**TOPIC**

Volunteer Program

**AUTHORIZATION**

\_\_\_\_\_  
Cindy Dick

gain.

- B. Volunteers shall dress appropriately for their assignments. Volunteers are not permitted to carry any weapons or firearms while engaged in the performance of their Fire Department duties.
- C. No Volunteer shall release information to anyone, orally or in writing, regarding Fire Department personnel, investigations, reports, criminal records, or other Fire Department business without the express permission of their supervisor.
- D. As representatives of the Fire Department, Volunteers shall conduct themselves in a manner expected of all Fire Department members, one that demonstrates the highest standards of professionalism in order to earn the public trust. Volunteers shall be polite and courteous to the general public at all times.
- E. Volunteers are authorized to act as representatives of the Fire Department only within the parameters of their job descriptions. Volunteers are responsible for identifying themselves as volunteers and shall not represent themselves as Fire Department employees.
- F. Volunteers assigned to Fire Safety violation duties, or other assignments outside the Fire Department, shall utilize their personal vehicles.

**IV. VOLUNTEER PROGRAM REVIEW**

On a monthly and annual basis, the Volunteer Coordinator shall submit reports to the Chief's Office, via Employee Resources, regarding the number of volunteers, unit assignments, and hours worked. At least annually, the Volunteer Coordinator will meet with the Director of Employee Resources and the Chief of Fire for a program review.

**V. SEPARATIONS**

- A. Volunteers are asked to provide advance notice whenever possible if they decide to resign.
- B. Volunteers who do not follow Fire Department policies and procedures or who fail to perform their assignments are subject to dismissal.



**STANDARD OPERATING  
PROCEDURES**

**NUMBER**

1203

**SUBJECT**

Volunteer Program

**EFF. DATE**

10/01/06

**TOPIC**

Volunteer Program

**AUTHORIZATION**

\_\_\_\_\_  
Cindy Dick

- C. The Volunteer Coordinator shall be responsible for written notice of dismissal to a Volunteer, upon the request of the Volunteer's Supervisor. Whenever possible, the area supervisor and/or Volunteer Coordinator shall meet with the Volunteer to discuss the dismissal.
- D. Resigning or dismissed Volunteers are responsible for returning their Photo ID cards and all other Department-issued property to the Volunteer Coordinator within 7 days of their final day of service.

**FIRE CHIEF**  
Cindy Dick  
200101

Executive Secretary  
Gloria Smith  
200101

Finance Officer  
William Cowdrey  
200101

Human Resources Officer  
Mona Pearson  
200101

Emergency Management Coord.  
Robert Powers  
200601

Clerical Asst. IV  
A. Petties

**DEPUTY CHIEF**  
**OPERATIONS**  
Steve Marks  
200401

**DEPUTY CHIEF**  
**PLANNING & LOGISTICS**  
Steve Anderson  
200701

**Operations**  
Division Chief  
B. Hunter

**Emergency Med. Svcs.**  
Division Chief  
N. Herndon  
200401

**Training**  
Division Chief  
A. Jones  
200301

Public Safety Computer  
Sys. App. Coord.  
D. Ferrell

Business  
Systems  
Analyst  
T. Richardson

Special Projects  
Lieutenant  
C. Reese

Admin. Aide  
J. Shepard  
EMS Coord. Capt.  
R. Obernier  
Lieutenants:  
K. Davis  
C. Meeks  
S. Simmons

Admin. Aide  
R. Hammar  
Captain  
R. Barneau  
Lieutenants:  
J. Davison  
D. Schroeder

**BATTALION**  
CHIEF (3)  
North  
Graddy, R. Jones, Robinson

**BATTALION**  
CHIEF (3)  
South  
James, Roberts, McClellan

**Logistics**  
Division Chief  
D. Vickers  
200701

**Fire Prevention**  
Division Chief  
J. Gatlin  
200801

CAPTAIN(3)  
Station 1  
CAPTAIN (3)  
Station 2  
STATIONS:  
7, 8, 9, 10, 11, 15

CAPTAIN (3)  
Station 3  
CAPTAIN(3)  
Station 4  
STATIONS:  
5, 6, 12, 13, 14

Sec. IV  
B. Bryant

Sr. Plans  
Examiner  
M. Majszak

Inspector  
B. Barnes

SUPPLY  
T. Brewer

Fire Prevention  
Captain  
T. McCown  
200201

Investigations  
Lt. F. Mohr

Warehouse  
J. Armstead  
Main. Repair  
J. Moore

Fire Prevention  
Inspector: D. Strawbridge  
Lieutenants: F. Davis,  
D. DeMay & I. Carter

Air Resource  
Lt. A. Brown





# Opportunities

***Citizen Fire Safety Patrol – Fire Prevention***

***Community Outreach Committee Member - Department***

***Data Entry Clerk – Fire Prevention***

***Data Entry Clerk – Information Systems***

***Data Entry Clerk – Logistics***

***Data Entry Clerk - Training***

***File Clerk – Fire Prevention***

***Public Information Assistant – Special Projects***

***Research Clerk – Fire Prevention***

***Scanning Clerk – Logistics***

***Special Event Assistant – Fire Prevention***

*“Proudly Serving Florida’s Capital City”*



# **TALLAHASSEE FIRE DEPARTMENT**

## **Prevention Division**

### ***Position: Administrative Support***

***Program Overview:*** The Prevention function is divided into three operational areas: Inspections, Plans Review and Investigations. A Division Chief is responsible for these areas. The Division Chief sets the direction and the pace of each area's activities. The Division Chief has a Clerical Assistant and Captain assigned to provide support. There are Lieutenants, Plans, Examiners and Inspectors to help maintain continuity. During the course of a year, Prevention Investigates hundreds of fires, reviews thousands of plans and inspects thousand of business.

***Job Duties:*** This administrative position includes basic clerical duties such as filing, typing, answering the phone, and taking messages. Administrative volunteers make copies of Intelligence and Information bulletins and products for general dissemination. Volunteers assist staff with record keeping, research and fire prevention programs; perform vehicle inspections; and maintain vehicle inventories. Volunteers receive, log and distribute subpoenas from the State Attorney's Office and provide direct support for the Administrative staff.

***Commitment:*** The frequency and duration of service is limited only by the availability of the volunteer.

***Minimum Qualifications:*** Volunteers must have a minimum of a high school diploma or equivalent recognized certificate. Applicants with previous clerical or administrative experience will be given preference.

***Training Provided:*** On-the-job training will be provided for vehicle inspections, vehicle inventory, and record keeping.

***Program Manager:*** Prevention Captain

*"Proudly Serving Florida's Capital City"*



# **TALLAHASSEE FIRE DEPARTMENT**

## **Technology Division**

### **Position: Administrative Support**

**Program Overview:** The Technology Division is responsible for tracking reports and records for the Tallahassee Fire Department through our Information Management System and Fire Records Management System. This Division manages the training, inventory, and the care and maintenance of all portable computers, mobile data computers, and all computer software for over 60 fire units at 16 different locations for 264 employees.

**Job Duties:** This position requires a high level of concentration. Would assist in the coordination of all types of data processing activities for the Fire Records Management Systems. Work is performed under the general supervision of an administrative superior and the work is reviewed through observation, conferences and by results obtained. Performs related work as required.

**Minimum Qualifications:** Volunteers must have a high school diploma or equivalent recognized certificate. Must have the ability to communicate well both orally and in writing. Successfully pass a background check and the ability to establish and maintain effective working relationships as necessitated by the work.

**Training Provided:** All record keeping practices and filing systems will be explained once the position has been accepted. Volunteers will be instructed on how to use all computer applications, as well as how to read and interpret reports.

**Program Manager:** Technology Supervisor

*“Proudly Serving Florida’s Capital City”*



# **TALLAHASSEE FIRE DEPARTMENT**

## **Training Division**

### **Position: Administrative Support**

**Program Overview:** The Tallahassee Fire Department Training Division is committed to implementing community volunteers in order to maintain the level of customer service our department's mission statement reflects.

**Job Duties:** Miscellaneous clerical functions such as entering data in a records management system, filing and copying.

**Minimum Qualifications:** Communication skills, both oral and written. Needs to be computer literate and well versed in Microsoft Word and Excel. Ability to work with little supervision.

**Training Provided:** Training will be provided for department specialized software.

**Program Manager:** Training Captain

*"Proudly Serving Florida's Capital City"*