

Position Title: Help Team Member

Position Summary:

Fireside Partners, Inc. (firesideteam.com) is a fully integrated emergency services provider designed to provide all services and resources required to respond effectively and compassionately in a crisis situation. Dedicated to building world-class emergency response programs, Fireside instills confidence, resiliency, and readiness for high-net worth and high visibility individuals and businesses. Fireside provides a broad array of services focused on prevention and on-site support to help customers protect their most important assets: their people and their good name.

In this Part-Time/Intermittent role, the Help Team Member will assist in building a recognizable product line which will become a fully sustainable line of business. Providing in-person support to emergency contacts/family member(s) of clients and maintaining regular contact with the HELP Team (attending conference calls, in-person meetings and other engagements as requested) is required. Duties and responsibilities of the position are listed below:

- Address any immediate or “response-term” needs of Emergency Contact/Family members(s) via telephone or in-person
- Able to clearly and concisely brief a family and articulate difficult concepts and details in an effective manner via telephone or in-person
- Ensure strict compliance with all safety policies, standards and regulations
- Must be able to gather pertinent information from family members that may require logistical support
- Must have the ability to evaluate challenges, concerns, and questions in a professional and timely manner
- Able to follow clear direction and communicate effectively with superiors
- Must have the ability to complete administrative reports in a timely and satisfactory level as required
- Be an active and professional participant in customer trainings and exercises
- Required to work non-standard hours and have the ability to respond 24/7 when on call
- Attend regional monthly meetings and progress through Continuing Family Assistance Education and certification
- Maintain HELP Team Family Assistance Certification(s)

Education Requirement:

- Minimum of a High School Diploma

Knowledge, Skills and Abilities:

Required:

- Strong verbal and written communication skills
- Detail oriented demeanor
- Exceptional emotional maturity and intelligence
- Basic computer skills (Office Word, Excel & PowerPoint)
- Excellent analytical Skills
- 100% Domestic Travel

Preferred:

- Experience in disaster response, volunteer coordination or grief/loss counseling
- Experience in Customer Service or Customer Experience
- Experience in the Tactical support profession (Law Enforcement, Operator, EMT, etc.)

Physical Demands:

- Able to lift 50lbs, such as equipment, luggage and supplies
- Able to Navigate and walk through rough terrain such as tragic aftermath of an accident

Application Mechanism:

To apply, please send your resume to gary.kasper@firesideteam.com with the subject line of FP-HTMember.