



**POSITION POSTING**  
**Talent Acquisition Specialist**

**ABOUT THE AGENCY**

**Crisis Connections** is at the heart of the Seattle-King County safety net providing a broad array of telephone-based crisis intervention and information and referral services. For many people in emotional distress or needing community services assistance, we are their “first call for help.” Each year, we improve the lives of thousands of people by listening, caring and linking to services. “When you need us, we’re here!”

**COMPENSATION:** \$18.00 per hour

**STATUS:** Full Time/37.5 hours per week

**BENEFITS:** Two medical plan options, with premiums paid **up to** 100% by agency

- Dental plan with premiums paid by the agency
- Paid Parking
- Agency supplemented ORCA program
- Two locations available effective March 2020
- Robust PTO plan starting on first day of employment which includes:
  - 12 days of vacation the first year, with incremental increases starting on year two.
  - 9 paid holidays every year
  - 15 hours of floating holiday, pro-rated for the first year (this is time you can use for any reason during the year.)
  - 12 days of sick and safe time every year

\*\*Note – all PTO is pro-rated for employees who are 90% FTE or less

- Voluntary benefits including:
  - Life Insurance
  - Long/Short Term Disability Insurance
  - Flexible Spending Plan
  - Tax Deferred Annuity (403b plan)

**ABOUT THE POSITION**

**Job Summary:** The Talent Acquisition Specialist is responsible for sourcing qualified volunteers and interns to fulfill the mission of Crisis Connections. The majority of the time will be spent in the field, representing Crisis Connections at job fairs, community events and schools.

**QUALIFICATIONS AND EXPERIENCE NEEDED:**

- Experience in recruiting in a volunteer and/or social services environment preferred.
- Strong internal and external customer relations skills
- Ability to communicate clearly and concisely, both verbally and in writing
- Ability to create and maintain relationships with community partners
- Strong attention to detail
- Ability to work in a fast paced and deadline driven environment.

**POSITION REPORTS TO:** Volunteer Services Manager in collaboration with the Senior Manager of Human Resources.

**SUPERVISORY RESPONSIBILITIES:** None

**TO APPLY:** Send resume with cover letter to [klaliberte@crisisconnections.org](mailto:klaliberte@crisisconnections.org) or [sbarlet@crisisconnections.org](mailto:sbarlet@crisisconnections.org). Resumes submitted without a cover letter will not be considered.

**Crisis Connections is an equal opportunity employer. We value having employees whose skills, experience and background reflect the diverse populations we serve.**

## **Talent Acquisition Specialist Job Competencies**

### **A. Recruitment 60%**

- Recruit and maintain an active database of volunteers, to ensure all shifts are filled, meeting contractual requirements.
- Work closely with the Volunteer Services Manager to determine the qualifications of the volunteers we are recruiting by gathering information from existing volunteer position descriptions and meeting with Volunteer Program Coordinator for insight.
- Research new and creative avenues to attract volunteers, including job fairs, job kiosks, college and university websites, and government agencies (Employment Security, for example.)
- Conduct research to determine appropriate point-of-contact within universities, schools, religious communities, social groups and other recruitment sources.
  - Build database of contacts, recording and maintaining important contact information.
  - Report progress monthly to Volunteer Services Manager
  - Develop a task schedule, tracking communication progress.
  - Meet with contacts in person to elicit their assistance in identifying the best means to connect with potential interested volunteers, interns and future employees.
- Follow up with 100% of identified volunteer candidates within three business days to answer questions and outline next steps to volunteerism.
- Communicate the names and contact information of all candidates interested in moving to the next step on a weekly basis to the Volunteer Services Manager.
- Work with Crisis Line Manager and Volunteer Services Manager to identify internship opportunities.
- Contact universities and colleges to obtain internship requirements and contracts as appropriate.
- Stay up to date on the volunteer needs of the agency through communication with Crisis Line and Volunteer Services Managers.
- Meet in person with volunteer candidates identified by the contacts, introducing them to Crisis Connections and the appropriate volunteer/internship opportunities.
- Direct volunteers to our volunteer application process and provide schedules of upcoming trainings, orientations and information sessions.
- Direct employment candidates to the Crisis Connections website for additional information and application process for each open position.
- Deliver amazing recruitment experience for all future employees and volunteers.

### **B Outreach 30%**

- Research and source recruiting activities for volunteer and staff.
  - Research events and complete event registrations, in compliance with Crisis Connections Purchase Order policy.
  - Maintain a recruitment activities calendar
  - Work with Marketing to determine appropriate outreach materials are available.
- Collect and record data on the most successful outreach venues and report to Volunteer Services Manager on a weekly basis.

- Meet and greet candidates at tabling events at schools, job fairs and community events.
  - Provide appropriate information regarding upcoming training schedules for volunteers
  - Provide accurate information about current job openings for paid positions.
- Work with Leadership Team on internship and university hiring initiatives where needed.
- Develops relationships with Colleges, schools and local businesses to recruit volunteers and interns
- Makes presentations at colleges on open positions, volunteering and internship opportunities at Crisis Connections.
- Collect contact information on potential volunteers and record accurately in database.

**C. Quality and Quantity of Work/Work Habits**

**10%**

- Arrives at work on time and maintains regular attendance; working assigned shifts and other shifts when needed.
- Follows personnel policies and procedures.
- Written and verbal communication is clear, concise, accurate and thorough.
- Demonstrates genuine relationships by cooperating with others, handling disagreements directly with the person(s) concerned in a truthful and open manner, and accepting constructive feedback. Shows respect to co-workers, volunteers and customers/clients.
- Makes appropriate use of supervisor.
- Promotes a healthy work environment by demonstrating collaborative decision-making and team-building behaviors; provides peer support, and motivates staff and volunteers to outstanding performance.
- Suggests solutions to identified problems.