

Recruitment / Service Survey Form – (Insert Agency Logo)



Overview:

- This is an example of a Recruitment or Service Survey Form created by Firefighter's ABC's

Why have and use a Recruitment or Service Survey Form:

- The two most important items as it relates to your agency are in the following order:
 - The quality of service to the citizens and community you serve
 - The quality of candidate you select to provide this service to your citizens and community
- Thus obtaining feedback to the perceived service provided is a key component to the improvement of your agency.
- And the continued mining of prospective candidates from all diverse populations of your served community and beyond is essential to embracing the best workforce to work for your agency.
- Think about the number of contacts your agency makes per year by which you are able to leave a survey form. This is in addition to housing the form on your web site.
- Who knows, that 15 year old child of the person you provided service to may one day be a future employee.
- Obtaining feedback also provides a one on one way for the service provider to obtain both positive as well as negative feedback from our community. There is no better way to provide better service then to have firsthand feedback from those that are receiving your service.

We encourage your agency to look upon the survey form as a positive for both your staff as well as for the community.

Lastly, the encouragement of your community members to join your agency is a very positive way to spread the word about the "Career of Choice" working for your agency.

How to use:

- Please make modifications to our sample form to suit your agency

For additional support please join the FDRC – Firefighter Diversity Recruitment Council and visit us at www.FirefightersABC.com – Please share throughout your network nationwide and Canada.

Example text for use in response to a submission of this form for recruitment:

Date

Dear (Person(s) first and last name,

On behalf of our entire staff we welcome your interest in joining our agency.

There are many career paths within our agency that you may consider when thinking about a career with us. Please visit our web site (include web site address) to see our many career paths.

We encourage you to visit your local fire station to learn more about a career with us.

We also encourage you to visit our web site (again include the web site address) to learn more about our agency.

It is very important to learn as much as possible about the MQ's Minimum Qualification that are required to apply for any given position.

Even if you currently don't meet the MQ's for the position you desire, we encourage you to look at other positions within our agency.

Lastly, seeking a career in Fire, or other Public Safety Career will at best be a daunting challenge and thus we encourage you to be steadfast in your preparation and in your ability to adhere to a plan to succeed which will include but not limited to the following:

- Graduation from High School, JR College, College (depending on the agency)
- A savings plan for educational needs such as EMT, Paramedic, AS, FFI, FFII etc.
- A physical fitness plan for passing your agency physical or passing such as the CPAT
- Obtaining required certification such as EMT, Paramedic, AS, FFI, FFII etc.
- Having a clean DMV record
- Having a clean Medical record
- Having a clean Drug free record
- Having a clean Criminal record
 - In addition to the above there are a host of other considerations to look into

Sincerely,

Contact first and last name

Contact title

Contact phone

Contact email

Contact fax

Agency mailing address

Example text for use in response to a submission of this form for service:

Date

Dear (Person(s) first and last name,

Thank you for taking the time to complete our recruitment / service survey.

On behalf of our entire staff at agency name we thank you for sharing your concerns about your experience as a result of our service. We have addressed your concerns with our staff at all levels, and we assure you we are working diligently to ensure we provide even better service to both you and all members of our community in the future.

Use this paragraph to explain any pros, cons and or explanation of the concerns mentioned in the survey. Where possible state how your agency plans to address this going forward. Also, where possible explain how and why a certain policy dictated why something was either done or not done as it related to this service call.

We appreciate the feedback and will use it to fine tune our operations in the hope that upon our next service call to you or other community members we can exceed your expectations.

Sincerely,

Contact first and last name

Contact title

Contact phone

Contact email

Contact fax

Agency mailing address

Page #1

This page should be used to capture whatever information your agency desires

Page #2

This page could be used for sponsors of the form

Example Sponsor fee use:

- Allow Businesses, local IAFF Unions or Community Organizations to sponsor the form which would mean no cost to your agency
- Sample of uses for the sponsorship fees
 - Allow sponsor fees for the printing of the form
 - Allow sponsor fees for the upgrading of the recruitment page of your web site
 - Allow a different sponsor for each station
 - Allow a different sponsor for each battalion
 - Allow sponsorship fees to be used for recruitment efforts
 - Allow sponsorship fees to be used for scholarships towards EMT or Paramedic School / Other – this is a great way to re-invest back into your community and for future candidates
 - Sponsorship levels - Examples
 - **Platinum Sponsor**
 - Cost of printing 1,000 forms
 - Full Paramedic Scholarship – paid to the school
 - Or
 - Cost of printing 1,000 forms
 - Full EMT Scholarship for two persons – paid to the school
 - **Gold Sponsor**
 - Cost of printing 1,000 forms
 - Paramedic Scholarship in the amount of \$1,000
 - For use in attending Paramedic school only – paid to the school
 - **Silver Sponsor**
 - Cost of printing 1,000 forms
 - EMT Scholarship in the amount of \$500
 - For use in attending EMT school only – paid to the school
 - **Bronze Sponsor**
 - Cost of printing 1,000 Forms
 - General Scholarship in the amount of \$250
 - For use in attending college only – paid to the school
 - **Copper Sponsor**
 - Cost of printing 500 forms
 - General Scholarship in the amount of \$100
 - For general use – paid to the person

We Encourage the Aspect of Diversity