

Job Title: Humanitarian Emergency Liaison Program (HELP) Team Member

Location: Remote

Employment: Intermittent Part-Time

Fireside Partners, Inc. is an industry-leading worldwide emergency services provider to some of the most well-known brands and families. Join a team that responds to emergencies and disasters around the world. Our HELP Team comprises the industry's best, brightest, and most diverse professionals.

Purpose of Position:

To provide professional and compassionate logistical and humanitarian support to emergency contacts and family members of those affected by an emergency. This is an intermittent part-time position that, at minimum, requires a monthly communication and training commitment.

Essential Duties and Responsibilities

This position description intends to provide a representative summary of critical functions and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related duties other than those outlined in this job description.

- Deliver exceptional care and customer service, serving as a conduit of information to connect families and dedicated contacts with the appropriate resources
- Provide distraction-free focus, whether virtually or physically deployed
- Facilitate completion of immediate needs of emergency contact and/or associated family members via remote or in-person support
- Navigate dynamic challenges, alleviate concerns where possible, and resolve situations professionally and efficiently
- Ensure strict compliance with all Federal, State, and municipal laws and regulations and adhere to company and managerial instruction
- Provide clear information and communicate effectively throughout all work tasks
- Complete administrative duties, such as required reports and basic web-based tasks
- Attend company training, exercises, and drills

Required Skills and Experience

- Highly effective communicator; written and verbal
- Ability to handle confidential information professionally and with extreme discretion
- Capacity to work with families that may have just experienced the death of a family member (non-clinical applications)
- Willing to work non-standard and/or extended hours as dictated by the emergency event
- Maintains productivity and mental acuity in stressful and dynamic environments with shifting priorities
- Adept at self-management to balance personal and professional needs
- Extremely attentive to detail with the ability to problem-solve effectively
- Proficient in Microsoft Suite (Word, Excel & PowerPoint)
- Travel required with a valid passport (domestic and international)

Preferred/Desired Skills and Experience

- Experience in disaster response, volunteer coordination, or grief/loss counseling
- Experience in professional services (psychology, technical writing, corporate training, etc.)
- Experience in Aviation Industry (private pilot, aircraft dispatch, safety management, etc.)
- Experience in professional care services (nursing, dispatch, funeral management, etc.)
- Experience in customer service or customer experience
- Knowledge and understanding of general "First Responder" duties and responsibilities during disaster-related incidents.

Education

- Minimum of a College Degree or Equivalent Experience.

Physical Demands

- Able to lift 50 lbs. (equipment, luggage, supplies, etc.)

To Apply

Send a copy of your resume to gary.kasper@firesideteam.com with the subject line of XWEBHTM