



Position: Recruitment & Engagement Coordinator

Are you an excellent decision maker with great presentation skills? FirstLight® Home Care of Asheville, a Western North Carolina premier provider of non-medical in-home care located in Asheville, NC, is seeking an organized, dependable and customer service focused Recruitment & Engagement Coordinator. This position is **full time** and is responsible for **recruiting, hiring, training and managing our Caregiver workforce**. Candidate needs to enjoy working in a fast-paced, changing environment and have a desire to build relationships with current and potential Caregivers. This person must be sincerely interested in the development and success of others in a growing organization.

Candidate must be motivated and possess strong proficiencies in **customer service, excellent written and verbal communication skills, time management, multi-tasking and general computer skills**. Ability to communicate effectively, plan, organize and prioritize tasks, respond promptly to emails, text messages and phone query's, answer multi line phone, knowledge of use of office equipment, knowledge of Google Apps. When applying please include your resume.

Primary Duties:

- Handle all Caregiver inquiry calls. in a friendly, professional and knowledgeable manner.
- Manage prospective Caregivers through our Automated Recruitment work-flow software system.
- Schedule and conduct applicant phone and 1:1 in-person interviews in an efficient and professional manner.
- Follow monthly training calendar inclusive of Orientation, required New-Hire Training.
- Evaluate and update all Orientation and Training materials as needed.
- Schedule and conduct Caregiver Training, In-services and Continuing Education sessions.
- Schedule and conduct Caregiver annual reviews and all supervision including regular performance conversations, accountabilities and problem resolution.
- Work in partnership with the Agency's Client Coordinator and Scheduling Department to coordinate Caregivers' schedules with an emphasis on creating high quality matches and extraordinary relationships.

Secondary Duties:

- Perform any and all other functions deemed necessary.
- Conduct client/Caregivers' introductions as needed.

Benefits:

- Upward Career advancements and Senior Management opportunities
- Personal and Professional ongoing training
- Extremely talented and supportive team atmosphere