FirefighterApp Expands Recruiting Reach for Tiverton Fire Department

After implementing firefighting recruitment platform FirefighterApp, the Tiverton, Rhode Island, Fire Department has an easy and efficient system for managing a dramatically increased pool of qualified firefighter applicants.

THE CHALLENGE:

The Tiverton Fire Department, located in Newport County, Rhode Island, has 28 uniformed members responding to fire, medical, hazardous material, public service and water rescue calls from three stations in three response districts.

Before implementing FirefighterApp.com, the Tiverton Fire Department received just 25-30 applications per year, mostly through word of mouth. "Our inability to reach a larger audience gave us a very poor return on potential applicants," explained Chief Robert D. Lloyd. "Once all testing, background checks and interviews were completed, we were left with few possible candidates."

In one recent recruitment effort, a hiring ad was placed in two local papers as mandated by the town charter. The department received 21 applicants and invited 11 to take a written exam. Of the nine that showed up to take the test, only five passed. Once further screening and background checks were completed, only one was eligible to be hired.

THE SOLUTION:

According to Lloyd, implementing FirefighterApp.com was a smooth process. "The staff at Firefighterapp.com have been extremely attentive and efficient in the initial development of our process and the website integration," Lloyd said. "Each question and request has been completed in a very rapid time frame with excellent results for our process. We are very satisfied."

So satisfied, in fact, that the Tiverton Police Department is now using FirefighterApp's sister product, PoliceApp, and Tiverton municipal leaders are looking into using it for town-wide hiring.

"The additional use of printed recruitment cards has given us a professionally prepared document to give out to candidates at job fairs and other venues as we work on the recruitment process," Lloyd added.

THE OUTCOME:

According to Lloyd, using FirefighterApp has allowed the Tiverton Fire Department to reach a wider audience of potential candidates quickly and at a lower cost. That has resulted in not only more total applications, but also "applicants that have more of the required certifications prior to employment and who meet or exceed our minimum criteria," said Lloyd, who added that the department has also seen an increase in applications from veterans.

In addition to giving the Tiverton Fire Department more applicants and an efficient system to track and communicate with them, FirefighterApp has enabled the department's personnel Board to easily review the applicant pool and to provide quick feedback.

"We would highly recommend FirefighterApp.com as an efficient and easy method to recruit and hire employees," said Lloyd. "The cost to the community is zero and the increase in overall applicants is amazing." While the previous effort generated only 21 applications and one hire, Lloyd said Tiverton's most recent recruitment drive using FirefighterApp.com resulted in 122 applicants for consideration. "I believe that speaks for itself!"

FirefighterApp is an online application and recruitment system for fire departments and firefighting job applicants. Designed by firefighting professionals and technology experts, FirefighterApp simplifies the application and recruitment process, eliminates process redundancies and reduces frustration and time resources by easily publicizing current firefighter job openings, matching candidates with the jobs they qualify for, allowing for efficient communication between departments and applicants, creating consistency across fire departments, and streamlining and organizing the application experience.

Get started today at **www.firefighterapp.com** or **203-350-0026** / **info@firefighterapp.com**