

Michelle McCourt
Human Resource Manager
Boston Fire Department

As the Human Resource Manager of the Boston Fire Department, Michelle McCourt brings a professional and hands-on approach to managing programs that benefit employees and inspires others to join the Department.

Michelle joined the Boston Fire Department in 2008 after twenty years in executive sales and marketing. Her plan to create awareness of the BFD as a desirable place to work clearly demonstrates this business experience. At BFD, she became responsible for developing a recruitment program that would create a department reflecting the diversity of our City and understood that it was necessary to make Boston teens aware of tremendous work opportunities at the Department.

Michelle created programs through Boston's high schools that expose youth to BFD career opportunities. In addition to job shadowing, she started the camp, "All Fired Up," where youth experience running with a hose or crawling through holes or tunnels with a rescued victim in tow. Her efforts have evolved into additional explorer programs with high schools and JROTC programs across the City.

In addition to their learning opportunities, participants in these programs fill a valuable role delivering fire safety training to about 7,000 children and teens each summer. The youth's exposure to various aspects of the Boston Fire Department has inspired many to seek employment with the Department.

One of her most successful programs welcomes qualified students in Madison Park's Cooperative Vocation Program to join the Motor Pool Maintenance Department. Students learn about the complicated work on fire trucks, and some develop potential life skills.

Michelle delights in identifying opportunities for the Department. Whether she's coordinating light duty firefighters to help with the Toys for Tots program or the Greater Boston Food Bank, or recruiting firefighters to serve breakfast at Pine Street Inn, she engages the community and creates a positive light for the BFD. The initiation of the Department's social media campaign and its Facebook page with over 135,000 fans is another example of effective marketing.

Michelle is passionate about providing opportunities to veterans. This year, she is serving in her ninth Operation Stand Down for Homeless and At Risk Veterans, a program bringing together service providers and local Veterans to provide comprehensive and coordinated services in one place. With a do what needs to be done attitude, Michelle spends endless hours of her own time to support this operation.

After work hours Michelle also volunteers to teach a JROTC class to students interested in learning about a BFD career. She also brings students to fire stations throughout the City to familiarize them with various equipment, processes and needs.

Congratulations Michelle McCourt on your selection as a 2016 Shattuck Award recipient. We thank you Michelle for all you do for the City.

