



## Humane Society of Sonoma County Job Description

<b>Job Title:</b>	Animal Care, Adoptions and Volunteer Coordinator - Healdsburg	<b>Location:</b>	Healdsburg
<b>Department:</b>	Healdsburg Center	<b>Hours:</b>	Variable
<b>FLSA Classification:</b>	FT non-exempt Salary range: \$17-19 DOE	<b>Reports To:</b>	Healdsburg Ctr Manager

In this very versatile position, the Animal Care, Adoptions and Volunteer Coordinator - Healdsburg helps ensure the proper care and treatment for animals when they arrive in our shelter, monitors and cares for animals during their stay, and facilitates happy adoptions for them when they leave! Responsibilities include, but not limited to, ensuring quality customer service, delivering treatments, vaccines, microchips to animals, cleaning and feeding the shelter animals and monitoring their wellbeing. Performs animal behavior observations and creates enrichment pathways. Leads dog skills training for volunteers. The successful candidate should have an understanding of animal science, medicine, and husbandry, including a basic knowledge of pharmacology and sufficient mathematical skills to ensure the administration of accurate drug and fluid dose.

This position provides volunteers training, scheduling and oversight for the Healdsburg campus in cooperation with Canine and Feline Behavior specialist guidelines, and with the overall welfare of animals and volunteers. This position can coordinate up to approximately 30-40 volunteers for weekly shifts, and larger outreach events. The volunteer coordinator is expected to promote organizational policies and procedures and be able to represent the philosophy and mission of the Humane Society of Sonoma County

In addition, the Animal Care, Adoptions and Volunteer Coordinator - Healdsburg will have exemplary customer service skills and the ability to match the individual needs of animals in the adoption program with well suited homes. This includes preparing animals for adoption, interacting with customers, screening potential adopters, explaining organization philosophies, policies and procedures, providing general information and preparing necessary paperwork. Additionally process animal surrenders, intake stray animals and transfers, assist with lost pets, process occasional cremation requests, promote training class and summer camp registrations and gratefully accept donations, both physical and monetary.

This candidate will also be responsible to work within HSSC animal care and record keeping protocols, stray intake guidelines and adoption counseling in cooperation with HBG center manager, staff and within HSSC guidelines/SOPs. Healdsburg staff are widely cross trained in a variety of skill sets.

The well rounded candidate has a blend of basic veterinary skills, animal care background, customer service skills and the ability to be an excellent communicator. Demonstrated compassion and empathy are required. *We serve a diverse Sonoma County community and the ability to speak Spanish is highly desirable for this position.*

### Duties and Responsibilities:

- Always be in position and prepared to work at the start of each scheduled shift.
- Promote a positive attitude among staff and assist other employees as needed. Show respect for team members, and animals (alive or deceased) at all times.

- Follow OSHA standards and be able to find Material Safety Data Sheets quickly.
- Process the intake of stray, surrendered and transferred animals.
- Provide environmental enrichment for animals in our care.
- Assist the Behavior and Training (B&T) and medical departments to ensure the shelter provides the highest quality care for animals at HSSC.
- Perform on going behavior evaluations and observations of animals at the shelter to determine the best placement.
- Responsible for conducting **introductory** animal handling skills for cat and dog volunteers.
- Order and restock facility related items for cleaning and maintenance
- Monitor inventory of dog training equipment: dog collars, harnesses and leads are in safe working order.
- Clean and disinfect all shelter animal housing areas, cages, and runs as necessary to maintain a safe and sanitary environment. Monitor the daily health, safety, behavior and appearance of all shelter animals reporting anything that requires training or medical services.
- Mop floors, perform laundry, dishwashing, light maintenance, and other janitorial duties as assigned.
- May occasionally assist in the handling of a deceased animal if brought to the shelter and cremation requests.
- Provide immediate assessment of stray animals for appropriateness of handling level for volunteers. Fitting and labeling of equipment for dogs.
- Facilitate adoptions by matching animals with appropriate adopters and living situations, process all necessary paperwork. Interview adoption applicants, review adoption applications, and make decision to finalize or deny adoption. Communicate courteously when denying a request.
- Explain organizational policies and procedures and be able to represent the philosophy and mission of the Humane Society of Sonoma County.
- Be prepared to handle any pet or facility emergency that may arise, including dog or cat fights, and facility fire or weather-related emergencies. Follow contingency plans.
- Maximize animal comfort with a gentle and reassuring manner. Understand that actions that would constitute animal cruelty under state or local laws or the practice's policies will be grounds for immediate reprimand and/or termination
- Monitor animal behaviors and note potentially aggressive behaviors. Use caution when handling aggressive or potentially aggressive pets. Request assistance when needed.
- Strictly follow isolation and contagious disease protocols.
- Ensure a culture of high quality customer service for both internal and external customers.
- Provide information to the public, and volunteers on all services and programs of the Humane Society of Sonoma County, articulating the organization's policies and philosophies in a positive manner.
- Problem-solve and think creatively to provide a positive outcome for clients, volunteers and the animals in our care. Diffuse conflict when necessary.
- Photograph adoptions keeping record of positive adoption stories
- Maintain efficient interdepartmental procedures and processes
- Support outreach volunteers and offsite adoption events as needed.
- Complete opening and closing procedures including running reports and balancing cash drawer

- Provide advice to the public having problem with their pets with the goal of keeping the animal in the home.
- Maintain a pleasant, professional, courteous and tactful position with co-workers and the public at all times.
- Train and supervise volunteers assisting with the department.
- Maintain a volunteer schedule and communication.
- Report volunteer concerns regarding animal health, behavior and well-being to manager/RVT or appropriate department.
- Perform other duties as assigned.

**QUALIFICATIONS:**

- Minimum one years' experience working in a veterinary or animal related field with the ability to learn quickly.
- Two years customer service related work.
- High School diploma or equivalent
- Experience either as an employee or volunteer in an animal shelter.
- Experience in humane animal handling, restraint and confinement.
- Willingness to work a flexible schedule including some weekend days.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- The ability to work independently as well as in a team environment.
- Strong interpersonal skills, ability to be personable, outgoing, patient, professional and compassionate under pressure.
- Math acumen and ability to balance daily income and expense data.
- Resolve conflict and work with minimal supervision.
- Gather information, ask questions along with the ability feel and show empathy for others.
- Transport animals as needed
- Knowledge of medications including controlled drugs.
- Ability to administer SQ injections, vaccines, and implant microchips.
- Read patient records and treatment information.
- Knowledge of shelter management software (Shelter Buddy) or other data management system experience. MS Office (word, excel, powerpoint).
- Basic photography using a smart phone or camera
- Demonstrate logic and reasoning to evaluate alternative solutions, conclusions or approaches to problem solving
- Experience with canine behavior evaluations and an understanding of canine body language.
- Strong organizational skills and ability to keep accurate records.
- Knowledge of domestic animal breeds, diseases, health care and basic animal behavior.
- Familiarity with infectious diseases, including their prevention and steps to reduce or eliminate transmission. Know the most common zoonotic diseases (infections from animals to humans).
- Good oral and written communication skills.
- Excellent computer skills and the ability to navigate a database.

- Ability to speak Spanish a plus.

**Work environment/Physical demands:** The employee is generally working in a shelter environment and will be exposed to moderately loud noise levels (such as barking dogs, ringing phones), cleaning agents, bites, scratches, and animal waste. There is possible exposure to zoonotic diseases.

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to walk and/or stand throughout a normal workday.
- Must be able to interact with animals including handling and showing.
- Must be able to do phone or computer work for blocks of time.
- Must be able to communicate effectively (speak and listen).
- Must be able to lift and move objects and animals up to 50 pounds without assistance.
- While performing the duties of this job, the employee is regularly required to sit; stand, walk, use hands to handle objects/operate keyboards and telephones; reach with hands and arms; talk and hear.
- Specific vision abilities required by the job include close vision, distance vision, depth perception, and the ability to adjust focus.
- Must be able to hear and communicate amidst moderate noise levels (such as barking dogs, ringing phones, people talking).
- Allergic conditions, which would be aggravated when handling or working with animals may result in disqualification

**NOTES**

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time and the employee is expected to adhere to all company policies. The above information is representative of the work performed in this position, however it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

I have read and understand this explanation and job description and am able to perform all duties contained herein.

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Employee Name

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Manager Name

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Signature

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Signature

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Date

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Date