



Job Title: Shelter Animal Intake/Transfer Coordinator (Admissions Counselor)
Location: Santa Rosa
Department: Animal Care
Hours: Temporary/Seasonal
Classification: Hourly, Non-Exempt
Reports To: Admissions Program Manager
Salary Range: \$16.50- - \$21.00/H DOE

SUMMARY

The Humane Society of Sonoma County is seeking a customer service-oriented team member in our Admissions department. The Shelter Animal Intake/Transfer Coordinator (Admissions Counselor) ensures high quality customer service for external and internal customers and volunteers. This position is charged with handling admissions duties including: intake of stray animals, animal surrenders, animal intake exams, and transfers of animals to and from other agencies.

The Shelter Animal Intake/Transfer Coordinator (Admissions Counselor) also works closely with the Foster Department, Behavior and Training Departments, and Shelter Medicine Department.

DUTIES AND RESPONSIBILITIES

- Coordinates new animal intake; owner surrenders, transfers, and stray intake.
- Counsels members of the public seeking owner surrender placement, with a focus on shelter diversion whenever possible and appropriate.
- Performs intake exams and administers vaccines & treatments for incoming animals.
- Practices and encourages humane treatment of animals.
- Transports animals in a HSSC vehicle and travel to other animal welfare agencies.
- Works to ensure the shortest length of stay for in-house animals by monitoring pathways and moving the animals to the next step as they are ready.
- Performs animal care duties including housing, cleaning, feeding.
- Performs all necessary functions in maintaining the shelter in a thoroughly clean and sanitary manner.
- Assists the general public as required.
- Other duties as necessary.

KNOWLEDGE, SKILLS, AND ABILITIES

- Customer service principles which establish a positive customer experience.
- Shelter management system (Shelter Buddy) or other data management system experience.
- MS Office Suite (Word, Excel, PowerPoint).
- Accurate typing, data entry and computer skills.
- Strong interpersonal skills; ability to be personable, outgoing, patient, professional and compassionate under pressure.
- Excellent oral and written communication skills.
- Logic and reasoning to evaluate alternative solutions, conclusions or approaches to problems.
- Ability to be patient and tactful when interacting with challenging, sensitive or emotional people and issues.
- Manage multiple tasks, people and situations simultaneously.
- Knowledge of domestic animal breeds, diseases, health care and basic animal behavior. RVT, Veterinary Tech or other veterinary medical skills and knowledge a plus.



HUMANE SOCIETY

of sonoma county

Santa Rosa & Healdsburg

- Work with animals of unknown disposition and those who may exhibit medical or other problems, as well as aggressive behavior.
- Resolve conflicts and work with minimal supervision.
- Work in a fast paced and changing environment.
- The ability to work independently as well as in a team environment.
- Must demonstrate self-motivation, responsibility, excellent interpersonal skills, and the ability to handle multiple tasks in a fast paced environment.
- Ability to properly lift animals, food, and supplies up to 50 pounds.
- Knowledge of basic animal healthcare;
- Effective record keeping skills.

QUALIFICATIONS

- Minimum of two-years paid experience working with animals in a kennel, shelter or veterinary hospital.
- Experience in humane animal handling, restraint and confinement.
- Minimum of two years of customer service related work.
- High School diploma or equivalent.
- Ability to speak Spanish a plus.
- Willingness to work flexible days and hours, including evening shifts, weekends and/or holidays.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

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.

- Must be able to interact with animals.
- 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.
- Must be able 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.

Work environment: A busy office and working environment with frequent exposure and handling of animals with unknown behaviors and temperaments. Exposure to moderate noise levels (such as barking dogs, ringing phones).

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

Employee Name

Supervisor Name

Signature

Signature

Date

April 2023

Date