



Humane Society of Sonoma County Job Description

Job Title: Animal Intake Coordinator
Department: Animal Care
FLSA Classification: Hourly Non-Exempt
Salary: \$18.50 - \$20.00 DOE

Location: Santa Rosa
Hours: 40 hr./wk.
Reports To: Animal Intake and Care Manager

SUMMARY

The Humane Society of Sonoma County is seeking a customer service-oriented team member for our Animal Intake Coordinator position. This role ensures high quality customer service for external and internal customers and volunteers. This position is charged with handling admissions duties including: transfers of animals to and from other agencies, intake of stray animals, animal surrenders, and completing animal intake exams. 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.
- Builds and maintains relationships with other shelters and agencies
- Monitor available space, current population and capacity for care, coordinating with relevant departments when arranging transports to ensure an appropriate population of adoptable animals.
- 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 and treatments for incoming animals.
- Practices and encourages humane treatment of animals.
- Transports animals in HSSC vehicle and travels 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.

Supervision: This position reports directly to the Animal Intake and Care Manager.

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).
- 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, reasoning and creativity in evaluating alternative solutions, conclusions or approaches to problems.
- Ability to be patient and tactful when interacting with challenging, sensitive or emotional people and subject matter.
- Manage multiple tasks, people, and situations simultaneously.
- Knowledge of domestic animal breeds, companion animal diseases, veterinary health care and basic animal behavior. RVT, Veterinary assistant or other veterinary medical skills and knowledge a plus.
- Ability to safely handle 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. Excellent time management skills required.
- 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 behavior and body language.
- Effective record keeping skills.

QUALIFICATIONS

- Minimum of one-year paid experience working with animals in a kennel, shelter or veterinary hospital.
- 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.
- Must hold a valid CA driver's license, have dependable transportation, and be able to provide proof of insurability.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Much of the work consists of interacting with staff and vendors either in person or over the telephone and conveying information verbally and in writing. Entering data into, and retrieving data from, a computer via keyboard is performed while sitting or standing. While performing the duties of this job the employee is required to sit, stand, and walk; use finger, handle, or feel objects; reach with hands; talk and hear; climb or balance; stoop, kneel, crouch, and crawl. The employee must lift, carry, and/or move up to 50 pounds.-Use of arms above the shoulder is sometimes required. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

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: Quiet with exposure to moderate noise levels (such as barking dogs, ringing phones).

The employee is generally working in a shelter environment and will be exposed to heat and cold.

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.

Employee Name

Manager Name

Signature

Signature

Date

Date