

Job Title: Community Outreach Manager



Reports To: Vice President of Community Programs

Schedule: Variable

FLSA Status: Exempt

Type: Full-Time

Summary:

The Community Outreach Manager is responsible for overseeing all aspects of the Humane Society of Charlotte's PFL Program, Pet Food Bank Program, and iBuild Program. This includes monitoring and maintaining the PFL Program's presence within the focus community; organizing and scheduling all iBuild activities; and performing duties of the Pet Food Bank.

This position is responsible for the Outreach Team providing a good first impression to citizens ensuring they receive the highest quality of customer service. The manager engages and cultivates citizens to embrace the mission of the Humane Society of Charlotte and works collaboratively with clients to find the best possible solutions for the citizen and their pet(s) while working to also communicate this mission internally.

Essential Duties and Responsibilities:

Administrative

- Perform administrative tasks such as email, phone messages, and monthly statistics for PFL, iBuild, and Pet Food Bank.
- Monitor outreach data in reporting programs for accuracy and efficacy. Accurately maintain list of iBuild and Pet Food Bank clients
- Monitor data and reports to identify and set outreach priorities
- Report accurate program data to relevant departments and organizations as needed
- Communicate and coordinate with other departments to ensure all programs' needs are met
- Coordinate with the HSC Clinical Services Director to ensure spay/neuter appointment capacity for PFL to meet program goals and ensure clients enrolled in Pet Food Bank and iBuild have easy access to spay/neuter appointments
- Manage budget, equipment, and supply inventory for PFL, iBuild, and Pet Food Bank. Ensure proper estimation of Pet Food Bank supplies and rationing. Maintain adequate tools and supplies for fence builds
- Manage grant data and reporting to ensure that HSC remains in compliance with grant terms
- Assist with fundraising, grant writing, or promotion of PFL, iBuild, and Pet Food Bank

Other Functions

- Attends special events as needed an ambassador for the Humane Society of Charlotte
- Willingly and cooperatively performs other duties as assigned by proper authority, that may not be in specific job description
- Supervises daily activities of and provides leadership for staff and volunteers
- Manages and grows the Community Outreach volunteers while creating new engagement opportunities

Outreach

- Represent the programs, their clients, and their mission positively both externally and internally. Liaison directly with clients seeking assistance and/or participation in programs.
- Engage audiences as necessary to supply Pet Food Bank support via pet food drives, monthly sponsorship, and in-kind donations
- Work collaboratively with clients in programs to introduce additional alternatives for support as pet owners
- Ensure the PFL program's adherence to the Pets for Life model, approach, and philosophy
- Manage spay/neuter transport for programs as needed
- Monitor focus community's awareness of PFL presence through regular individual and team outreach
- Plan, advertise for, and implement community outreach events
- Assist staff and volunteers with outreach as needed

Follow-Up

- Monitor client communications and relationships
- Respond to client communications and requests within a timely manner
- Determine follow-up schedule and priorities respective to programs
- Assist staff and volunteers with follow-up as needed

Staff and Volunteers

- Ensure all staff and volunteers adhere to the PFL approach and philosophy
- Supervise daily activities of and provide leadership for volunteers and PFL Coordinator
- Manage and grow volunteer program while creating new engagement opportunities.

Qualifications/Expectations:

- A high school diploma or equivalent
- Must be friendly, non-judgmental, and measured even in difficult situations
- Comfortable interacting with dogs and cats, many of whom may be undersocialized and/or large
- Computer literate and quick to pick up new programs
- High-level of ability to multi-task, organize, and keep detailed records efficiently and with accuracy
- High-level of knowledge of animal behavior and training techniques
- Knowledgeable of issues facing high poverty and minority communities
- High-level of knowledge of companion animal welfare issues and sterilization
- Able to communicate effectively with clients, volunteers, and staff
- Able to evaluate and analyze data to monitor program progress
- Excellent written and verbal skills
- Able to manage staff working without direct supervision
- Must have a valid driver's license, reliable mode of transportation and good driving record
- Exhibit flexibility and professionalism

Work Environment:

- Exposure to high noise levels and odors
- Exposure to fumes or airborne particles and toxic or caustic chemicals.
- Exposure to outdoor weather conditions

Physical Demands:

- Must be able to lift & move up to 50 lbs, occasionally up to 100 lbs.

- Must be able to stand for extended periods of time
- Must be able to frequently stoop, kneel, crouch, or crawl
- The employee should have no known allergies to animals that would prevent him/her from performing the duties as required.

I understand the job duties and responsibilities as described above and can perform all tasks as outlined.

Signature: _____

Printed Name: _____

Date: _____