

Job Title: Pets for Life Coordinator

Reports To: Community Outreach Manager

FLSA Status: Non-Exempt

Schedule: Flexible

Type: Full-Time



Summary:

The Pets for Life (PFL) Coordinator is responsible for maintaining non-judgmental, dependable relationships with clients, conducting door-to-door outreach, scheduling spay/neuter surgeries, and keeping complete records of their outreach activities. The PFL Coordinator works within the PFL community to increase awareness of resources and enhance the lives of at risk pets and their owners in under-served communities.

Essential Duties and Responsibilities:

Administrative

- Complete data collection and ensure that data is entered accurately into record keeping software
- Coordinate with Community Outreach manager, HSC spay/neuter clinic, and partner vet clinics to schedule appointments for clients
- Perform administrative tasks such as monitoring email and phone messages
- Maintain excellent verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive, and informative

Outreach

- Conduct outreach in an approachable, non-judgmental manner using techniques outlined in program SOPs
- Conduct door-to-door outreach in the PFL target neighborhood unaccompanied by others
- Build relationships with clients through consistent contact and pleasant interactions
- Communicate with and be a resource for clients about a variety of pet-related topics including spay/neuter, basic wellness, and how to access services available outside of PFL
- Transport clients' pets to spay/neuter surgery and vet appointments as needed
- Assist with HSC food pantry, iBuild, and other HSC programs as needed
- Assist with advertising for and implementation of community outreach events
- Supervise and work productively with HSC volunteers
- Respond to clients in a timely manner

Philosophy and Approach

- Uphold HSC's values of non-judgement, respect, and inclusion during all interactions while at work or while representing HSC in an informal manner
- Maintain a non-judgmental, respectful attitude in both internal and external communications regarding any professional interactions
- Respect client privacy by protecting personal information and refraining from unnecessary sharing

Qualifications/Expectations:

- A high school diploma or equivalent or relevant work experience
- Able to work independently and efficiently as well as with clients, staff, and volunteers
- Able to communicate effectively with clients, volunteers, and staff
- Excellent verbal and written skills
- 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
- Basic knowledge of animal behavior and pet wellness or the ability to easily learn about these topics
- 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

- Knowledgeable of issues facing high poverty and minority communities
- Knowledge of companion animal welfare issues and sterilization helpful
- Must have a valid driver's license, reliable mode of transportation, and good driving record
- Exhibit flexibility and professionalism
- EOE

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 with assistance
- Must be able to stand and walk 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: _____