

Job Title: Community Outreach Manager



Reports To: Vice President of Community Programs

Schedule: Variable; typically Tues- Sat

FLSA Status: Exempt

Type: Full-Time

Summary:

The Community Outreach Manager is responsible for overseeing all aspects of the Humane Society of Charlotte's Outreach programming. This includes our Pet Food Bank Program and its subsidiaries (Community Cat Food Bank and Senior Citizen Nutrition Program), our iBuild fence-building Program, and general Outreach work, pilots, and programs.

The manager works collaboratively with clients and other social service agencies to find best possible solutions for the citizen and their pet(s) and is responsible for providing a positive impression of HSC through excellent customer service.

This position is also responsible for working to communicate the HSC Outreach philosophy internally; for engaging volunteers to assist with the delivery of services; and assists in cultivating individuals and organizations to embrace the mission of the Humane Society of Charlotte.

Essential Duties and Responsibilities:

Administrative

- Perform administrative tasks such as email, phone messages, and monthly statistics for all Outreach work in a timely manner.
- Maintain Outreach data
 - Maintain accurate list of Outreach clients.
 - Monitor data to identify Outreach priorities.
 - Share program data and trends with relevant departments and organizations.
 - Manage grant data and reporting to ensure that HSC remains in compliance with terms of grants.
- Determine priorities and follow-up schedule respective to programs.
- Assist the Development Team with fundraising, grant writing, or promotion of HSC Community Outreach programs.
- Continue exit strategy from the PFL Program while tending to client needs and accurate record keeping.
- Coordinate with the HSC Clinic Services team to ensure spay/neuter appointment capacity and client compliance to meet program goals. Ensure clients have easy access to spay/neuter appointments.
- Manage budget, equipment, and supply inventory for Pet Food Bank, iBuild, and other Outreach initiatives.
 - Ensure proper estimation of Pet Food Bank supplies and rationing.
 - Maintain adequate tools and supplies for fence builds.
 - Properly maximize usage of PFL supplies per exit strategy.

Outreach

- Represent the programs, their clients, and the mission positively both externally and internally.
 - Ensure the program's adherence to the HSC Outreach philosophy and approach.
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- Connect with human and animal service agencies to expand resources for clients and pets.
- Liaise directly with clients seeking assistance and/or participation in programs.
 - Address needs of Outreach clients.
 - Operate in a manner that builds trust and maintains those relationships.
 - Work collaboratively with clients to expand resources for their pets.
- Organize and schedule iBuild tasks and activities.
- Maintain stock for and perform duties of the Pet Food Bank.
 - Engage audiences as necessary to supply Pet Food Bank support (pet food drives, monthly sponsorship, and in-kind donations).
- Manage spay/neuter transport for Outreach programs as needed.
- Monitor awareness of HSC's presence in our targeted focus communities (aka PFL and iBuild territories) through regular individual and team/volunteer connections.
- Assist staff and volunteers with Outreach as needed.

Staff and Volunteers

- Communicate and coordinate with other departments to ensure program needs are met.
- Ensure all staff and volunteers understand and adhere to the PFL approach and philosophy.
- Oversee daily work assignments of volunteers to ensure completion of work as assigned.
- Promote integration and utilization of volunteers.
- Coach volunteers by providing regular, ongoing feedback and training.
- Expand volunteer pool for Outreach through engagement opportunities.
- Perform special assignments and other duties as assigned when necessary.

Other Functions

- Assist in growing Outreach programming in a way that it flexes to most benefit our community while best utilizing resources.
- Analyze community need; propose direction and/or programming for long-term success and sustainability.
- Attend special events as needed as an ambassador for the Humane Society of Charlotte.
- Willingly and cooperatively perform other duties, as assigned by proper authority, which may not be in specific job description.

Qualifications/Expectations:

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals in our community.
- A high school diploma or equivalent.
- Must be friendly, non-judgmental, and measured even in difficult situations.
- Strong working knowledge of Microsoft Office suite and experience with data and spreadsheets.
- Self-motivated, well organized, detail oriented, and able to effectively work independently and within a team framework.
- Goal oriented, committed to excellence and results.
- Strong interpersonal communication skills required, as well as a high-level skill in written and verbal communication.
- Must have a great sense of humor and enjoy working in a relaxed office environment.
- Capable of balancing multiple priorities, with limited resources, in a fast-paced environment.

- Must be comfortable interacting with dogs and cats, many of whom may be undersocialized and/or large.
- Must have a valid driver's license, reliable mode of transportation, and good driving record.
- Must be willing to work flexible hours, including evening and weekends as needed
- 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.
- Work is a mixture of desk/computer work (roughly 85% of the time) and outdoor work (15% of the time).

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.
- Must be comfortable driving larger vehicles.
- 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: _____