

MAJOR FUNCTION

This is specialized work in the coordination of all aspects of volunteer program management within the Animal Service Center, employing highly developed customer service skills, knowledge of animal handling, program management, and general knowledge of an animal center, kennel operation and maintenance. An employee in a position allocated to this class must recognize and handle potential problems regarding the health and safety of impounded animals. Work is assigned and performed under the direction of a supervisor. Work is reviewed and evaluated by observation and effectiveness of results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Actively recruits new volunteers. Reviews volunteer applications in a timely manner and maintains a database of volunteer applicants, including where they are in the application process. Schedules interviews and orientations as needed for training. Creates and develops roles for volunteers to meet needs of the shelter. Creates trainings for volunteers using a combination of technology and in-person techniques. Develops supplemental materials, checklists, and signage to assist volunteers while on-site. Provides support for volunteers with questions, concerns, and learning new tasks while volunteering. Provides regular communication with volunteers about protocols within the shelter, upcoming events, and new opportunities. Serves as a liaison between shelter staff and volunteer base to meet demands of the work needed while providing a valuable experience for all. Responds to special event requests both inside and outside the shelter, utilizing volunteers to represent Animal Services within the community. Consistently reevaluates program for opportunities to improve. Seeks trainings to improve program, skillsets, and general knowledge of shelter functioning. Manages volunteer t-shirt inventory and associated volunteer program fees. Reports monthly on volunteer statistics. Develops flyers and other public relations materials to promote program or special events. Assists with social media involvement including generating material, creating posts, and responding to messages from the public. Maintains medical, behavioral, and building observation logs and reports memos to necessary staff or documents in Chameleon database as needed. Assists shelter staff as needed with front and back of house operations.

Other Important Duties

Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Ability to work with people among a wide range of demographics. Knowledge of animal behavior and animal health issues. Ability to deal courteously with the general public and handle volatile situations on a regular basis. Ability to communicate clearly and effectively both verbally and in writing. Ability to present technical information in written communication to lay groups and the general public. Ability to recruit and maintain active volunteer force. Ability to manage all aspects of volunteer program, including marketing and coordination of special events and training and education of volunteers and the public. Ability to recognize animal behavior (dog, cat, small animal, exotic, and livestock) and train volunteers on the subject matter. Ability to handle animals safely and humanely in a sheltering environment. Ability to adapt in a changing environment daily, including with volatile people and animals experiencing fear, anxiety, or stress. Ability to cope with the stress associated with euthanasia, abuse, neglect, and the impacts they have on the mental wellbeing of volunteers. Ability to perform routine manual work. Ability to maintain detailed records on volunteer interactions. Ability to work independently. Ability to schedule, organize, and monitor program daily. Skill in the use of personal computers, including Microsoft Office and database, Chameleon, and other software needed

for volunteer management. Ability to prepare reports and compile statistical data. Knowledge of rules, regulations, and policies involved in the administration of assigned functions.

Minimum Training and Experience

Possession of a bachelor's degree in the animal sciences, communications, English, social sciences, or a related field and two years of experience in communications, event coordination, or public and media relations, combined with responsible personal pet ownership of at least one year; or possession of a bachelor's degree in the animal sciences, communications, English, social sciences or a related field and two years of experience in human care giving, animal care, animal grooming, animal control enforcement or similar experience with animals or an equivalent combination of training and experience. Responsible personal pet ownership must be documented via presentation of records from a veterinarian, kennel, etc. reflecting ownership and care (vaccinations, neutering, spaying or wellness check-ups) over at least one year.

Necessary Special Requirements

Within one year of employment, must obtain Euthanasia certification.

Must possess a valid Class E State driver's license at the time of appointment.

Established: 08-23-23