



PROGRAMS COORDINATOR

JOB DESCRIPTION

REPORTS TO: Executive Director

HOURS: Full time, non-exempt, Monday – Friday 8:30am – 4:30pm

PAY RANGE: \$18.00 – \$ 20.00 per hour

SUMMARY: The programs coordinator is an administrative position that supports the program managers to coordinate services. Programs supported are PetCORE, PetFix, Pets in Crisis, Spay the Mom, Volunteers, Transports and others as needed.

RESPONSIBILITIES:

- Schedule appointments for PetCORE clients and PetFix clients.
- Review PetCORE applications and request required paperwork. Accept or decline applications based on program requirements.
- Stock the PetCORE food shelf with the help of volunteers
- Distributing flea & tick medication to PetCORE members
- Maintaining visit spreadsheets for PetCORE visits
- Monitoring PetCORE members compliance
- Answer questions regarding the PetCORE and PetFix programs
- Review volunteer applications
- Work with and update volunteer software and scheduling in conjunction with the coordinators
- Schedule volunteer training in conjunction with the Coordinators and Shelter Manager
- Review Spay the Mom applications and inquiries. Work with Coordinators to determine if the situation is appropriate for the program and communicate with applicants.
- Review Pets in Crisis applications, inquiries and paperwork. Work with the Coordinators to determine if the situation is appropriate for the program and communicate with applicants.
- Handle ongoing communication with Pet in Crisis owners and their support team for a smooth transition back to the home or for surrender.
- Be the contact for transport partners and work with the coordinators on capacity.

- Communicate with transport partners regarding incoming transports including receiving paperwork, animal arrival and pick up.

QUALIFICATIONS:

- High school diploma or GED
- Strong organizational skills and ability to prioritize tasks, manage multiple projects simultaneously, and maintain order.
- Excellent communication skills including clear and effective written and verbal communication.
- Attention to detail including the ability to thoroughly review documents, data, and processes to ensure accuracy.
- Experience working with animals in a medical setting preferred
- Appreciation for animal advocacy and animal welfare in alignment with the shelter's mission to strengthen the human-animal bond.

PHYSICAL REQUIREMENTS:

- Ability to lift and carry up to 50 lbs.
- Physical ability to walk and/or stand throughout a normal workday
- Bending, stooping, lifting, pushing, and reaching required throughout a normal workday
- Working conditions include working alone, subject to frequent interruptions, and dealing with emotional pet owners