

## STATEMENT OF QUALIFICATIONS AND DUTIES

### **COMMUNITY PROGRAMS MANAGER**

This position will be primarily responsible for all aspects of special and community based events and programs including adoptions, foster care, volunteer, rescue placements, working with the veterinary community and other shelters, and spay/neuter clinics.

#### **PRINCIPAL DUTIES:**

To manage, plan and coordinate all aspects of special and community based events and programs including adoptions, foster care, volunteer, rescue placements, TNR, veterinary and spay/neuter clinics.

To keep the rescue community and other shelters apprised of available animals, and put into place procedures for transferring these animals into their care.

To promote and expand the shelter's offsite and community adoption programs, including but not limited to Petsmart, Petco, Home for the Holidays and other community and public adoption campaigns.

To promote and expand public awareness of available the shelter programs and services including spay/neuter, and to promote and expand public awareness of available animals both within and outside the shelter.

To implement, oversee and manage the foster care program including selection of animals through ultimate disposition.

To implement and oversee, in conjunction with the development staff, a post-adoption adopter follow-up program to ensure a lasting match, identify adjustment issues early and help resolve them, and to encourage a positive the shelter image.

To keep the animals well groomed, clean, neat, and safe.

To feed and care for animals, as well as the cleaning of kennels and cages and throughout the shelter as necessary.

To educate potential adopters on animal care.

To implement and oversee a pre-surrender counseling program and helpline.

To prepare and drive animals to and from their offsite events, medical appointments, offsite adoption locations and other shelters.

To ensure that dogs under the care of the shelter are socialized including walking, off-leash play, facilitating dog-dog interaction, training, and behavior rehabilitation.

To ensure that cats under the care of the shelter are socialized including playing and behavior rehabilitation.

To assist in the vaccination and examination of animals, performing medical treatments and/or assist in euthanasia as needed.

To work courteously and cooperatively with staff and volunteers to ensure that all established procedures and policies of the shelter are followed.

To maintain healthy, safe, sanitary, pleasant and clean facilities for the animals.

To rapidly identify problems or patient conditions (medical and behavioral) that needs to be brought to the attention of the immediate supervisor or the veterinary staff.

To answer telephone calls, process mail and e-mail relating to duties, record keeping and data entry.

To handle/process adoption fees, donations, retail and credit card sales, impoundment and licensing fees as it relates to duties.

To perform duties in a manner which encourages attainment of goals, contributions and business for the shelter and its programs.

To always treat people and animals with respect; to contribute to effective teamwork; and, to foster public relations beneficial to the shelter and its programs.

To always promote a humane and caring attitude toward all animals and to treat all animals humanely, properly and with compassion at all times, regardless of circumstances including those that are sick, injured, feral or aggressive.

To work courteously and cooperatively with staff and volunteers to ensure that all established procedures and policies of the shelter are followed.

To perform other duties as assigned.

#### **PHYSICAL REQUIREMENTS:**

Allergic conditions, which would be aggravated when handling or working with animals, may be a disqualification.

**EDUCATIONAL REQUIREMENTS:**

High school graduation, plus two years of public contact work or volunteer experience, preferably working with animals.

**EXPERIENCE, ABILITIES AND QUALITIES REQUIRED:**

Affection for animals, concern for their welfare and a willingness to accommodate animals in the work place.

Ability and initiative, work with minimal supervision and direction.

Ability to communicate skillfully and effectively with a culturally diverse staff, volunteers and community in a professional, pleasant, respectful, courteous and tactful manner at all times. Maturity, good judgment and a professional personal appearance.

Ability to lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain an animal when necessary.

Comfort and ability to work with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies.

Rabies inoculations are required or must be waived.

Valid California state driver license with no record of convictions.

**IMMEDIATE SUPERVISOR:**

Shelter Manager

**HOURS:**

NON-EXEMPT POSITION: Minimum of 8 hours per day, 40 hours per week. Daily reporting hours and days of the week may vary according to the needs of the department schedule. Includes weekend and holiday work.