



Siskiyou Humane Society

1208 N Mt Shasta Blvd, Mt Shasta, CA 96067

(530)926-4052

<https://siskiyouhumane.org/>

JOB DESCRIPTION

CANINE PROGRAMS COORDINATOR

Reports to: Director of Shelter Operations

Works directly with the Kennel Supervisor

Work Schedule: A minimum of 30 hours per week.

SUMMARY: Under the supervision and direction of the Director of Shelter Operations, this position is responsible for developing, coordinating, and implementing programs that focus on alternative placement, intake prevention, and public safety net for the Siskiyou Humane Society Animal Shelter.

ESSENTIAL JOB FUNCTIONS

Serves as a primary point of contact in various programs, including but not limited to canine foster, canine intake, and canine safety net programs (including but not limited to the pet food bank and supply distributions, public behavior support, public medical needs, and crisis needs). Develop processes, policies and procedures, data collection, and program documents. Assists the public, employees, volunteers, and partners with program needs with programs and general inquiries; provides general information regarding the Siskiyou Humane Society Animal Shelter; ascertains the nature of the inquiry and refers to appropriate individuals or aids based on knowledge of the situation. Provides in-person, telephone, and online client service. Keep and review quality data. Responsible for educating clients on animal guardianship, animal care, and local ordinances. Assists the Director of Shelter Operations and Director of Business and Development as needed with essential shelter business.

SHS Relationships. Promote a positive relationship with the public, volunteers, staff, and partners while promoting the Humane Societies' programs, policies, and philosophies. Address questions and concerns. Ensure a high quality of customer care is given. Educates clients on services and responsible pet ownership. Respond to inquiries in person, via phone, email, and on social media platforms. Represent SHS at outside meetings, and liaison with other organizations, partners, volunteers, and members of the public. Make presentations and speak publicly on SHS. Assist with special volunteer and education activities.

Animal Biographies. Ensure all dogs have a quality intake photo and bio written. Ensure dog photos are in the system and uploaded online in the shelter and external software. Coordinate with the Customer Service Associate to Post all lost and found on the shelter's social media platforms and community-based platforms. Outreach for lost and found and adoption of dogs in the community through the development and distribution of flyers, posting on social media, communicating with partners, etc. Oversee volunteer team that assists with animal promotion and lost and found.

Managed Intake. Coordinate SHS canine intake to placement program. Develop a placement plan for each canine upon intake and start working on the plan so that the canine is moved quickly upon its legal due out date. Identify foster, transfer, or adoption pathways and work towards the plan implementation.

1. Develop, create, implement, and oversee manuals, training, policies, procedures, and daily logistics for canine-focused managed intake programs (including but not limited to process and schedule for canine intake, communication of services to help dog owners and finders keep their dogs, and proactive community outreach) to assist dog owners in need before intake and to get them home once in the shelter.
2. Oversee safety net programs for found strays and owner turn-ins. Engage clients in prevention services and support.
3. Assist with lost and found efforts by creating online options and community-based programs designed to get dogs home.
4. Communicate with customers directly to aid and determine outcomes. Manage intake appointments and follow-ups. Respond to public requests through email, social media, and the phone.
5. Identify and coordinate with community partners that can assist with programs.

Foster Programs. Develop, coordinate, and implement the SHS Foster care program including the development of policies and procedures, written and computerized collateral, training, identifying animals in need, coordinating, and following up with available homes, and day-to-day communication with volunteers. Foster care includes neonates, moms and babies, adult animals with medical or behavioral needs, foster to adopt, and day and overnight fosters. Work with the volunteer coordinator to recruit and train foster families. Match animals that need fostering with available volunteers. Provide fosters with initial supplies. Ensure a follow-up plan is created, communicated, and followed. Coordinate medical needs. Assist with the transport of foster animals. Respond to communications with foster families. Coordinate supply needs, inventory, and distribution.

Safety Net Programs. Develop, coordinate and implement the SHS Canine Safety Net programs to assist pet owners in need and keep them in homes including the development of policies and procedures, written and computerized collateral, training, and data collection. These programs include but are not limited to the society's pet food and supply bank, public behavior support, public medical, spay/neuter, and vaccination needs. Communicate with members of the public regarding these programs. Engage clients in prevention services and support. Assist with safety net efforts by creating online options and community-based programs designed to keep animals in their home. Communicate with customers directly to aid and determine the outcomes. Manage intake appointments and follow-ups. Respond to public requests through email, social media, and the phone. Identify and coordinate with community partners that can assist with programs. Coordinate supply needs, inventory, and distribution.

Record Keeping. Creates and maintains computerized animal and client records through accurate data entry and documented conversations in the online system. Assists with front office duties as needed including animal intake and processing payments. Develop and analyze reports regarding assigned programs.

Perform other duties as assigned.

REQUIRED KNOWLEDGE

- Animal Shelters – Will develop knowledge of shelter programs, federal, state, and local laws, codes, ordinances, policies, and procedures relevant to animal shelters to include custodial and remedial care, adoptions, animal behavior, and basic care.
- Public Relations and Communications – General knowledge of the principles, techniques, and methods of public relations, marketing, and communications.
- **Minimal Supervision** – Will be required to learn leadership techniques, principles, and procedures to schedule and assign work, supervise, train, and assist with the evaluation of work assigned to staff.
- Customer Service-Knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services and evaluation (adoption follow-up) of customer satisfaction.
- Program Development-Knowledge of how to create policies and procedures, documents, and training programs.

REQUIRED SKILLS

- Judgment/Decision Making –Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Interpersonal Relationships/skills – Maintains confidentiality. Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations.
- Computer Skills – Ability to utilize a personal computer, including word processing, photo editing programs (Photoshop or similar), and database management programs.
- Must have a strong love for both people and animals.

REQUIRED ABILITIES

- Project Management – Ability to successfully plan, organize, and manage resources to complete specific project goals and objectives.
- Communication – Ability to effectively communicate verbally and in writing, including preparing detailed reports, including numerical information and statistics, and preparing public relations materials.
- Ability to handle various issues with tact and diplomacy and in a confidential manner.

- Support planning, coordination, and growth of a program and its activities
- Ensure implementation of policies and practices
- Maintain budget and track expenditures/transactions
- Manage communications through media relations, social media, etc.
- Help build positive relations within the team and external parties
- Schedule and organize meetings/events and maintain agenda
- Prepare paperwork and order material
- Keep updated records and create reports or proposals

WORK ENVIRONMENT:

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts and outside weather conditions. Both indoor and outdoor work is required. You are frequently exposed to odors or airborne particles including animal fur, animal dander, toxic chemicals, and animal-related diseases. The noise level in the work environment can be very loud and stressful at times.

PHYSICAL DEMANDS:

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to climb or balance. The employee must frequently lift and/or move up to 50 pounds—exposure to fractious animals.

Ethical and Legal Compliance

Conducts business by the letter, spirit, and intent of all relevant laws and refrains from illegal, dishonest, or unethical conduct. Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity; Upholds organizational values.

Essential Functions / At Will Status

This job description in no way states or implies that these are the only duties to be performed by the employee(s) in this position. Employee(s) will be required to follow any other job-related instructions and perform any other job-related duties requested by anyone authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.