



Animal Resource Center Coordinator Job Description

JOB TITLE: ANIMAL RESOURCE CENTER COORDINATOR
REPORTS TO: CEO
HOURS: Full Time, non-exempt
PAY RATE: \$15-17/hour

JOB SUMMARY

Under the guidance of the CEO, the Animal Resource Center Coordinator provides leadership and direction for the Animal Resource Center (ARC) to ensure the organization is effectively identifying and working to address the pet-related needs of our human and animal community, offering interventions to prevent pet surrenders to shelters, and working collaboratively with other agencies and organizations in the community to that end.

ESSENTIAL JOB RESPONSIBILITIES

- Administers the short-term boarding program, including receiving calls and referrals for service, screening boarding applicants, finding suitable boarding placement for animals, working with Shelter Veterinarian or partner veterinarians to administer required vaccines as necessary, and ensures all appropriate paperwork is properly completed prior to boarding.
- Coordinates on- and off-site ARC-related events including low-cost vaccine clinics and owned pet sterilization days with the Shelter Manager and Shelter Veterinarian in alignment with grant requirements.
- Develops and maintains positive collaborative relationships with boarding kennels.
- Develops and maintains strong collaborative relationship with human service entities.
- Develops and nurtures working relationships with key community partners like homeless assistance groups, nursing homes, and other nonprofits.
- Follows up with pet owners who access ARC services to identify other ways to support owners and pets, making human-related referrals as needed.
- Provides outreach educational presentations to human service entities and other groups about resources available through RHHS, as necessary.
- Oversees the pet pantry program, serving as the primary contact for the pet pantry, screening pet pantry applicants, maintaining a stocked pantry, and dispersing pet pantry items to applicants and/or human service entities as appropriate.
- Monitors spending to ensure pertinent expenditures stay within the allotted budget amounts.
- Ensures liability waivers and any other relevant documents are accurately completed and filed.
- Has a general understanding of animal body language and behavior and ensures the well-being, safety, and humane treatment of animals used in the program.
- Has a general understanding of human social work tenets. Experience preferred.
- Serves as the RHHS representative to the Community Transformation Group and other collaborative efforts, as instructed.

- Serves as the RHHS liaison on the Mesa County LINK committee.
- Serves as part of the RHHS Leadership Team.

ESSENTIAL RESPONSIBILITIES: OTHER

- Must be committed to the mission, vision, values, policies, and goals of RHHS.
- Must embody "Default Empathy" philosophy and wellness principles.
- Reports any suspicion of child abuse/neglect, elder abuse/neglect, or animal abuse/neglect to Department of Human Services, police department, Mesa County Animal Services, or other relevant authority within 24 hours.
- Reports any maintenance or safety issues of the office facilities and equipment immediately to the Shelter Manager.
- Safely operates the RHHS van and/or personal vehicle to transfer animals to and from appointments, events, or in between other shelters or rescues as needed.
- Safely operates the RHHS mobile clinic to and from offsite events as needed.
- Maintains a clean and organized work area.
- Checks and responds to email at least once every shift.
- Follows safety guidelines to ensure a safe work environment.
- Complies with RHHS personnel policies.
- Adheres to the RHHS Standard Operating Procedures manual.
- Functions as a cooperative member and leader of the RHHS team and work in a positive manner with volunteers, donors, customers, and staff, recognizing their individual contribution to the success of our organization.
- Represents RHHS as a member of the fundraising team, making fundraising asks as directed.
- Maintains accurate program-related data for RHHS' metrics spreadsheet as assigned and reports on how current data relates to organizational trends and goals during metrics meetings.
- Attends staff, leadership team, and metrics meetings.
- Periodically attends Board meetings for the purposes of providing status of program operations.
- Operates RHHS telephone system, computers, and copiers.
- Performs additional duties and responsibilities as assigned.

EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES

- Must have strong written and spoken English skills; Bilingual (Spanish) speaking and writing ability preferred.
- Must have excellent written and oral communication skills, especially active listening and empathetic speaking; exceptional knowledge of grammar, punctuation and spelling.
- Minimum education level: Bachelor's degree in Social Work, Criminal Justice, Psychology or a related field, or four years' equivalent experience.
- Must have a valid Colorado driver's license, a good driving history, and a current insurance policy.
- Must competently use Microsoft Office, including Microsoft Word, and Excel; Quickbooks; the Google Suite; ClinicHQ; shelter software; web browsers; and other technology as necessary.
- Must be professional, flexible and handle difficult and sensitive situations with diplomacy and discretion.
- Must work independently and confidently using superior discretion and judgment.

- Must have strong project management skills and ability to handle large amounts of e-mail and telephone correspondence in a timely and professional manner.
- Must have excellent organizational and time-management skills.
- Must be able to write reports and correspondence professionally.
- Must work collaboratively and build trustworthy relationships.
- Must work alone or with minimal supervision. Must be self-motivated.
- Must have ability to prioritize with strong problem-solving skills and flexibility.
- Must maintain excellent follow-through skills and strong attention to detail.
- Must be able to multi-task and handle several issues simultaneously.
- Must be energetic, team-oriented, and quality minded.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:

- Must perform a variety of light tasks, such as sitting and standing, lifting up to 20 pounds repetitively and up to 50 pounds occasionally, typing, writing, answering phones, and filing.
- Must handle animals. Must work safely around unruly, vicious, sick, injured, dangerous, or deceased animals, chemical compounds (e.g., bleach, disinfectants, medications), and understand there is a risk of exposure to parasites and infectious diseases.
- Must work when and where needed by the organization. Must be willing to work irregular hours, weekends, holidays and overtime when necessary. Must be flexible with schedule changes and short notice overtime requests.
- Work can occur in an office setting, animal areas, on the grounds of the shelter facility, office building, or off-site. Must be able to work in an environment with elevated noise levels.
- Must work under pressure with public audience and have patience and tact when working with difficult or emotional people and situations.
- Must perform a variety of tasks in all weather conditions, including standing, kneeling, walking, stooping, kneeling, and crouching.
- Must not have an allergic condition that prevents the employee from performing any essential function of the position, with or without reasonable accommodation.

I have read my job description and understand it in its entirety. I agree to perform the listed duties and responsibilities to the best of my ability.

Signed: _____ Date: _____