



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

Animal Services Program Coordinator

Department: Animal Services
Date Established: 3/2014

Reports to: Animal Services Director
Date Revised: 06/2020

Pay Grade: H06
FLSA Status: Non-Exempt

CLASSIFICATION SUMMARY

The Animal Services Volunteer/TNR Program Coordinator recruits, trains and maintains all records of volunteers to provide services to support the operations of the City Animal Services Shelter. The job also includes providing community information and education with regard to Animal Services and Shelter programs, policies and procedures, including media contact as needed and maintenance of the department webpage to post information on adoptable animals. This position directly oversees the TNR (Community Cat) Program, assists in the development and execution of fundraising goals, oversees a foster program, coordinates and arranges animal rescues and transports, and develops and oversees community outreach efforts such as adoption events, fundraisers, and educational opportunities. As with any small department, this job also includes performing work of other staff as needed, including the care and maintenance of animals and facilities. The job requires knowledge of customer service and animal control and care including in situations where persons may be upset or emotionally distraught. The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The work environment is an animal shelter office and animal care and control building. The job is occasionally exposed to animals that may be injured or aggressive and zoonotic diseases, including rabies. The noise level is generally moderate but can occasionally be high.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Supports the operations of the City Animal Services Shelter by recruiting, training, and retaining volunteers to perform assigned duties. Manages the volunteer program, documenting volunteer numbers, hours worked, and services performed. Provides shelter staff with appropriate placement of volunteers, including but not limited to animal care, fundraising, educational endeavors, foster care, transportation, building and grounds needs, and community events. Assists in the development and execution of fundraising goals for various programs within the City Animal Shelter. Recruits sponsors, participants or volunteers for fundraising events. Creates and maintains volunteer program documents, logs, and records, including preparing periodic reports as directed. Trains and supervises work-study students, as needed.

Oversees the TNR (Community Cat) Program by serving as the spokesperson to the general public on behalf of the Animal Shelter, via phone calls, walk-ins, email, and other means of communication. Educates and trains the public on TNR information and procedures. Identifies and maintains records of colonies and provides hands on assistance with trapping cats in targeted TNR neighborhoods. Coordinates spay/neuter appointments and transports cats to veterinary clinics and returns the cats to their colonies as needed post-surgery. Coordinates with shelter staff in identifying and processing cats within the TNR Program.

Develops and oversees a Foster Program for the City Animal Services Shelter by developing guidelines and procedures for fostering animals and assisting with foster recruitment. Acts as a liaison between the foster and the City Animal Services Shelter by providing necessary support, managing conflicts, and coordinating pet transport to and from the animal shelter. Schedules home checks and provides training opportunities with potential foster applicants. Assists with foster applicant retention and recognition. Presents community education and information programs on the volunteer program and City animal care and control program. Prepares and submits information to media on animals available for adoption. Maintains and updates webpage and social media outlets featuring animals available for adoption. Assists with creating a positive

public image for the City Animal Services Shelter by developing copy for newsletters, media releases and other promotional materials.

Coordinates and arranges animal rescues and transports. Recruits additional local or national shelter/rescue partners to transfers. Communicates with animal rescue groups and other organizations to arrange animal transfers. Arranges for transportation of transferred animals from animal shelter to various organizations.

Assists in providing customer service to the public. Provides information, answers questions and inquiries in person and by telephone, including tracking and responding to messages left on the shelter answering machine. Takes reports of lost and found animals. Processes adoptions. Prepares and maintains records, logs and documents. Provides tours of Shelter.

Assists in cleaning and maintaining animal care areas, as needed. Performs animal care duties including health checks, nail trimming, grooming, and related services, as needed.

Orders and picks up office and Shelter supplies.

Dispatches animal control officers, as needed.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Methods, techniques, and objectives of recruiting, training, supervising, and retaining volunteer workers;
- TNR (Community Cat) Program – procedures and general information
- Identification of feral cat colonies and how to trap feral cats
- Customer service methods, techniques, and objectives;
- Methods and techniques of office procedures;
- City animal control ordinances, regulations, and policies and procedures;
- Basic animal control and care methods, techniques, and objectives;
- Operation of basic office equipment;
- Operation of a personal computer and job-related software applications;
- Operation of radio dispatch equipment and two-way radios;
- Federal (OSHA) regulations and City policies regarding safe work practices.

Skill and Ability to:

- Support the operations of the City Animal Services Shelter by recruiting, training, supervising, and retaining volunteers to perform assigned duties;
- Manage the volunteer program, documenting volunteer numbers, hours worked, and services performed;
- Create and maintain records;
- Coordinate public events, including fundraising and adoption campaigns;
- Present community education and informational programs;
- Maintain and update webpage and social media outlets featuring animals available for adoption;
- Assist in providing customer service to the public;
- Provide tours of the Shelter;
- Take reports of lost and found animals;
- Process adoptions;
- Assist in cleaning and maintaining animal care areas and perform animal care duties, as needed.;

- Order and pick up office and Shelter supplies;
- Dispatch animal control officers, as needed;
- Operate basic office equipment including a personal computer and job-related software applications;
- Operate a motor vehicle;
- Operate a two-way radio;
- Maintain a professional demeanor at all times, particularly during stressful situations;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion;
- Understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.
- Collaborate with a variety of people on a regular basis. Must be friendly, self-confident, and able to convey your message clearly.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED;
- Idaho driver's license required;
- One (1) year animal care experience is preferred;
- One (1) year of experience supervising or coordinating volunteers or groups is preferred.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, and bend. The job requires hand/finger dexterity to handle animals, manipulate tools, operate office equipment, and reach with hands and arms. The job requires operation of job-related equipment and driving a vehicle. The employee must occasionally lift and/or move up to 50 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.