

ANIMAL PROGRAMS COORDINATOR

DEFINITION

Under general supervision, develops, organizes and coordinates community outreach activities, events and programs in support of the Animal Center including adoptions, foster, rescue, volunteers, donations and fundraising; provides education and awareness on topics such as licensing, vaccination, spay/neuter, pet care responsibilities and resources available to pet owners; coordinates social media, public relations and marketing communications; partners with community members, rescue and other animal organizations; and performs related work as required.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Division Manager or Supervisor. May provide supervision and/or lead direction to assigned staff and volunteers.

DISTINGUISHING CHARACTERISTICS

Animal Programs Coordinator is a single level classification where incumbents are responsible for developing, organizing and coordinating community outreach activities, events and programs in support of the Animal Center including adoptions, foster, rescue, volunteers, donations and fundraising. Incumbents will provide education and awareness to the community on pet care responsibilities, licensing, spay/neuter, vaccinations and other resources available to support the successful adoption and placement of animals; develop public relations and social media campaigns; promote volunteer service opportunities; collaborate with organizations, rescue groups and other stakeholders; and compile data and review outcomes in order to measure successes or opportunities for improvement.

Incumbents must demonstrate initiative, tact, and sensitivity in education and awareness of animal services resources and life-saving events and must be able to communicate effectively with diverse groups within the City.

Incumbents will be required to work nights, evenings, weekends, and holidays and respond to after-hours emergencies as needed; will be exposed to a working environment with animals (primarily dogs and cats) which may lead to possible exposure of unpleasant odors and noises, allergens, interactions with animals, and possible exposure to zoonotic diseases; and will be required to handle and restrain animals humanely and safely using approved protocols and practices.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Depending on assignment, may include, but not limited to the following:

Develops, organizes and coordinates community outreach activities, events and programs in support of the Animal Center including adoptions, foster, rescue and volunteers; develops procedures and guidelines for the program assignment.

Provides education and awareness on ordinances and regulations regarding responsible pet ownership, licensing, adoption, fostering and rescue; reviews and assists with applications for animal adoptions and counsels pet owners on animal breeds, temperament and behavior; connects pet owners with available resources to assist with the successful placement of animals including low cost animal behavior training, pet food, veterinary care and appropriate animal enclosures.

Develops public relations campaigns in support of the Animal Center such as taking photos and videos of animals, developing a description of their temperament/behavior; promoting adoption events, spay/neuter, vaccination clinics, partnerships with other organizations; promoting volunteer opportunities at the Animal Center; and support for fundraising and donation activities; and posting through appropriate media channels.

Coordinates the transportation of animals to community events and other organizations.

Receives and responds to public inquiries, requests for information and complaints; makes presentations, acts as a liaison and collaborates with other organizations, agencies, stakeholders and the community on animal education and awareness in support of Animal Center programs and sponsored events.

Operates two-way radio, cellular devices, computer hardware and software and other equipment.

May utilize equipment such as animal catch pole, leashes, harnesses, muzzles, physical restraints and animal traps when necessary.

Compiles and prepares reports and documentation on activities and enters into the kennel management software system; maintains records and completes statistical analyses on the outcomes of the assigned animal program for successes and opportunities for improvement.

May assist in identifying and securing fundraising, grant and donation opportunities in support of the Animal Center.

May process payments including cash, checks, and credit cards and issues receipts; receives in kind donations and provides donors with forms; receives monetary donations from donor, enters information into the kennel management software system; prepares and issues receipts; balances receipts and provides to financials staff for processing.

May scan animals for microchips to reunite with registered owners and may implant microchips when appropriate.

May administer first aid and emergency treatment for animals as needed; may assist in performing humane euthanasia and handling deceased animals under the guidance of Veterinary staff.

May be required to handle and restrain animals humanely and safely using approved protocols, personal protective equipment (PPE) and practices including assisting in cleaning and disinfecting kennel areas, food dishes and equipment along with feeding and exercising animals.

May supervise and/or provide lead direction to staff and volunteers.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Applicable Federal, State and local laws, codes, regulations and ordinances regarding animal adoptions, foster, rescue, spay/neuter and vaccinations.

Public relations and communications practices and procedures through various resources and publications including video and social media.

Animal behavior and symptoms of common diseases including rabies.

Fundraising and grant opportunities available to animal services programs.

Various breeds and behavior of dogs, cats, and other domestic animals.

Safe work practices related to animal handling and care including the use of equipment.

Data collection, research and analysis techniques.

Principles and practices of effective customer service.

Current trends and issues affecting animal services including community resources and outreach opportunities.

Skill/Ability to:

Read, understand, interpret and apply regulations, ordinances, laws, departmental policies, rules and regulations affecting animal programs including adoptions, foster and rescue.

Engage with the community in education and awareness on animal resources such as licensing, vaccinations, rabies control, pet ownership responsibilities, spay/neuter, rescue and adoptions.

Connect pet owners with resources to support the successful adoption and placement of animals in the community.

Develop and organize media campaigns and community outreach events in support of Animal Center programs including volunteer opportunities.

Lift and restrain animals up to and over 50 pounds; walk, sit and/or stand for extended periods of time with or without reasonable accommodation.

Establish and maintain effective working relationships with community members, organizations and stakeholders in the course of work.

Observe and maintain a safe working environment in compliance with established safety programs and procedures.

Prepare clear and concise reports, records, correspondence, and other written materials.

Communicate effectively both orally and in writing.

Operate modern office equipment, including computer hardware and software applications and kennel management software systems.

May be required to handle and restrain animals humanely and safely using approved protocols, personal protective equipment (PPE) and practices.

May work outdoors and in various weather conditions.

Operate a motor vehicle safely.

May provide supervision and/or lead direction to staff and volunteers.

MINIMUM QUALIFICATIONS

Education:

Possession of a bachelor's degree from an accredited college or university.

Substitution:

Qualifying experience may be substituted for the required education on a year-for-year basis. Qualifying experience may include the care and handling of various domestic, agricultural or wild animals in an animal centric setting OR experience which involved

developing, implementing and coordinating community focused programs including public relations and outreach events.

Private pet ownership is not qualifying experience. If qualifying solely with experience, a High School diploma or GED equivalent is required at time of appointment.

Special Requirements:

Possession and continued maintenance of a valid California Driver's License is required during the entire term of employment.

A valid Veterinary Assistant Controlled Substance Permit (VACSP), issued by the Veterinary Medical Board of the State of California, may be required upon direction of the appointing authority.

Within one (1) year of appointment, incumbents will be required to complete Euthanasia Training consistent with California Code of Regulations, Title 16, Section 2039.

Recruitment may be limited to a specific area of expertise as required by operational needs.

APPROVED: (Signature on File)
Director of Personnel Services

DATE: 11/7/2023

NEW: TJM:dv:vp 11/6/2023