



## Rescue Coordinator

### **SUMMARY**

Under general supervision, the Rescue Coordinator researches and facilitates adoption and alternative placement of Town shelter animals. Performs a variety of animal shelter support duties involved in the care of impounded animals and the maintenance of animal care facilities.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Director of Animal Services. No direct supervision of staff is exercised. May provide training to less experienced staff.

### **DISTINGUISHING CHARACTERISTICS**

This is a journey-level class in the Animal Services Department and performs a range of routine and complex animal services duties, including external communication efforts with rescue partners, provides customer service to patrons, assists with the care of impounded animals and the maintenance of the animal care facility. As knowledge and experience are gained, the work becomes broader in scope; assignments are more varied and are performed under more general supervision. This class is distinguished from the Animal Health Supervisor in that the latter has full supervisory responsibilities for the animal shelter function, including training, scheduling, performance evaluations, and discipline. This position is part of the Animal Outreach Coordination Team and provides backup assistance to the Animal Behaviorist when needed.

**ESSENTIAL FUNCTIONS --** *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Reaches out to animal rescue and rehabilitation facilities; facilitates the transfer of animals between facilities as needed; verifies all appropriate documentation is submitted to IRS and other State regulations as required.
- Conducts public outreach to identify and arrange possible foster homes for shelter animals; maintains communication with approved foster homes to appropriate place animals; provides foster homes with necessary animal care supplies.
- Maintains social media websites; creates and publishes posts and responds to public inquiries; uploads photos and videos of animals in need of foster and permanent homes; provides information and counsel regarding animal behavior and temperament.
- Schedules and assists with various appointments to include routine examinations, microchip implants, vaccinations, and alteration for animals; assists with administering euthanasia as needed; sets-up appointments for fostered pets to meet with prospective adopters and rescues; updates animal shelter database with photos and other information about animals.

- Participates in cleaning and disinfecting kennels and providing general care to shelter animals to include feedings and administering medication; observes animal behaviors and reports findings to supervisors; issues kennel cards to staff; reviews adoption applications to ensure appropriate placement.
- Maintains and updates impound records; files and organizes all documents related to the adoptions and fostering of animals; prints adoption paperwork and obtains appropriate signatures for adoption and rescue waivers.
- Acts as backup to Animal Behaviorist
- Aids members of the public with questions about animal adoption, basic animal care and housing, behavior counseling, and general department processes.
- Performs related duties as required or assigned.

## **MINIMUM QUALIFICATIONS**

### **Education, Training, and Experience Guidelines**

*An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:*

High school diploma or GED equivalent AND two (2) years of experience caring for animals in shelter or other commercial animal care facility; OR an equivalent combination of education, training, and experience.

## **LICENSE AND CERTIFICATION REQUIREMENTS**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Must possess Euthanasia certification or obtain certification within twelve (12) months of hire.

### **Knowledge of:**

- Applicable local, State, and Federal laws, codes, regulations, and ordinances.
- Animal care, temperament, and behaviors.
- Socialization and behavioral modification techniques.
- Principles of obedience training and exercise techniques.
- Methods and techniques of handling, collection, impoundment, and registration of a variety of wild and domestic animals in various conditions.
- Identification of various breeds of dogs, cats, and other domestic and wild animals.
- Records maintenance policies and procedures.
- Professional networking methods and practices.
- Modern office practices, methods, and computer equipment.
- Computer applications related to work.
- Social Media Management
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

### **Ability to:**

- Handle animals in a humane and compassionate manner.
- Learn, interpret, and apply administrative and departmental policies and procedures.

- Learn, understand, and interpret rules and regulations governing the impounding and release of animals.
- Recognize normal and abnormal animal behavior.
- Respond to phone calls, walk-up traffic, and other requests for information.
- Operate a computer to include standard software and some specialized software.
- Identify and caring for a variety of domestic and wild animal breeds.
- Interact tactfully with the public and other organizations.
- Prepare clear and concise reports.
- Maintain accurate records, filing systems, and technical documents.
- Type and enter data with speed and accuracy.
- Establish and maintain effective working relationships.
- Communicate clearly both verbally and in writing.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

#### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle; and to walk on uneven terrain; strength, stamina, and mobility to perform medium physical work; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Frequent standing in work areas and walking between work areas required. Wrist flexion and lateral rotation are necessary in combination with grasping to handle a snare and leash. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information and evaluate and/or restrain animals. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

Employees primarily work inside an animal care facility with exposure to loud noise levels and may be exposed to inclement weather conditions, animal hair, dust, and potentially hazardous physical substances. May involve exposure to wild, dangerous, and/or diseased animals, and animals known to cause allergies. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

*\*FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*