

CARE™ Humane Society
Rescue & Transport Coordinator Job Description

TITLE: Rescue/Transport Coordinator (Part-Time)

REPORTS TO: Shelter Director

FSLA DESIGNATION: Non-Exempt

ADOPTION DATE: August 16, 2016

GENERAL JOB DESCRIPTION:

The Rescue/Transport Coordinator works with the Shelter Director and staff to maximize the number of shelter animals transferred to rescue organizations. To accomplish this responsibility, the Rescue/Transport Coordinator will maintain working relationships with rescue and transport partners, maintain required documentation for all rescues and transports, ensure that all requirements of transporters are met, maintain the CARE – Companion Animal Rescue Effort Facebook page, generate invoices and collect payment from rescues, respond to inquiries and messages about the rescue program in a polite and timely manner, and perform other duties as assigned. The coordinator will work closely with all managers and the Foster/Volunteer Coordinator in order to keep open communication about all animals.

QUALIFICATIONS:

- Experience in shelter operations or equivalent experience.
- Basic knowledge and understanding of animal health and behavior.
- Proficiency with similar or equivalent computer software relevant to this job description such as Microsoft Office Suite, Constant Contact, Petfinder, ShelterLuv, etc.
- Knowledge of proper animal handling.
- Individual must be able to multi-task, have excellent verbal and written skills and should be self-motivated.

DUTIES:

- Assist Shelter Director, Foster/Volunteer Coordinator, Kennel and Behavior Manager, Intake Manager and the Health Manager with weekly population assessment to ensure adequate space for transfers and appropriate breed and size selection, etc.
- Must participate in playgroups at least once a week for basic knowledge of our dog population and to get pictures and videos of dog to dog interactions to promote for rescue.
- Knowledgeable about transport protocols, guidelines and policies.
- Understand requirements and restrictions of receiving partners and states.
- Coordinate with source shelters on individual animals eligible for transfer by reviewing medical and behavior records, provide further dialogue as needed.
- Ensure animals on hold have appropriate kennel signage and appropriate labeling for ShelterLuv.
- Communicate with the Foster Coordinator on any rescue pending pets for needs of foster or foster return.
- Communicate with the Health Manager on any required or requested veterinary needs.
- Communicate with all staff when a pet is NO longer available.
- Communicate with Volunteer Coordinator to arrange and train volunteer drivers.
- Perform behavior assessment, collect photos and videos of animals in need of transport, and any other information needed to promote to other agencies or fosters.

- Prepare all needed documents for transport.
- Check all animals 48 hours prior to transport for any medical issues or veterinary needs missed.
- Ensure proper crates and supplies for transport. All pets should have identification with name and emergency contact number. Crates should be labeled with pet's name and towel or pee pad inside. To decrease car sickness or accidents, typically pets should not be fed prior to transport unless very young or nursing.
- Prepare and send invoices to any receiving agencies. Follow up to confirm payment received.
- Maintain transfer vehicle by performing regular maintenance and cleaning, re-stock vehicle as needed before and after transport use.
- Design, implement, and maintain various programs of the organization that relate to transport.
- Develop and maintain standard operating procedures and contracts related to rescue/transport programs.
- Design systems to maintain accurate and easily retrievable records (e.g. electronic and/or paper).
- Responds courteously and promptly to calls, emails and social media messaging from program participants to resolve issues in a timely manner. This can require attention after normal business hours.
- Maintains monthly shelter data stats in a nationwide database.
- Maintain transfer program statistics and reports monthly.
- Must have the ability to work individually as well as in a team.
- Demonstrates punctual, regular and reliable attendance.
- Attends meetings, conferences, workshops and training sessions.
- Completes required reports.
- At end of each fiscal year, collect all transfer records and place them in appropriately labeled box for storage.
- Performs other duties as assigned.

BASIC ABILITIES/PERSONAL QUALITIES REQUIRED TO SUCCESSFULLY PERFORM THIS JOB:

- A love of animals and people.
- Possession of or ability to readily obtain a valid driver's license for the type of vehicle or equipment operated.
- Ability to lift 50 pounds.
- Ability to communicate clearly orally and in writing.
- Knowledge of the safe and humane use of animal handling equipment.
- Desire to learn what you don't already know and be open to new ideas.

APPROVALS

Shelter Director: _____ Date: _____

This job description replaces the job description dated: _____