

# Lynchburg Humane Society Position Description

**Title:** Community Pet Coordinator

**Reports To:** Associate Director

**Job summary:** Responsible for the recruitment, training, retention, and supervision of foster volunteers. Responsible for placing foster pets in appropriate foster homes. Management and organization of the foster program. Responsible for maintaining and growing relationships with foster volunteers. Assist people of the public with offering public foster promotion for short-term, situational, and private foster needs.

Responsible as the staff coordinator to provide Petsmart program with volunteers to cover shifts, pick cats that meet the Petsmart requirements, monitor the cats well being and health, arrange transport back and forth as needed, and pick up and process the adoptions.

Responsible as the staff coordinator to provide Petco program with volunteers to cover all shifts, manage the calendar and train and support volunteers, pick cats that meet Petco requirements, monitor the cats wellbeing and health, arrange transport as needed.

## **Responsibilities:**

- Maintains foster volunteer records and coordinates foster schedules, prepares department reports and liaisons with community to attract fosters
- Is knowledgeable about and ensures state regulations are being followed.
- Ensures LHS policies and procedures are being followed
- Organize and conduct foster training to ensure aspects of the training are in accordance with the organizations' mission and philosophy.
- Ensure that foster volunteers have the support they need for their foster pet
- Charged with ensuring all pets that need foster care that are still at the facility are healthy and maintain weight. Weight checks will be performed daily by the community pet coordinator.
- Ensure that foster volunteers are matched and trained appropriately for the needs of the foster pets
- Update training materials and programs as needed and alerts fosters to relevant education opportunities.
- Develops and implements strategies to recruit fosters. Respond to inquiries regarding the foster program. Interview and screen potential fosters.
- Markets pets in need of foster care on LHS facebook page and foster page
- Ensure all foster pets are up to date on vaccinations and dewormer. Schedule and conduct regular foster exams for revaccinations and dewormer

- Coordinate medical appointments that need to be seen by the vet
- Understand and follow LHS veterinary protocols for critical care and intervention, and regular medical concerns
- Responsible for communicating with fosters with information regarding their foster pets. Clearly communicate medication treatments and expectations of care.
- Maintain foster personnel records noting special skills and interests.
- Assist the Pet Help team in keeping pets in homes by providing promotion and resources for members of the public in need of fostering for short-term, situational, and private fostering.
- Provide positive customer service interactions, and follow the philosophies, core values and adoption guidelines of the Lynchburg Humane Society.
- Communicates with all volunteers and companies to foster mutual understanding and teamwork.
- Creating complete adoption folders and providing proper paperwork for all cats sent out to Petsmart and Petco
- Weekly communication with Petco and Petsmart management and volunteers checking in to see if any cats have been adopted, volunteers are scheduled for all shifts, and that all cats are healthy and happy.
- Responsible for collecting payments and contracts or assigning a volunteer to do so and is done efficiently, honestly and on time.
- Responsible for maintaining and organizing cat transfers.
- Provides the highest quality of client services are offered to all volunteers, adopters and Petsmart/Petco employees in person, on the phone and via email.
- Contacting Petco after an adoption is made to inform them that the new adopter will be there to pick up soon.
- Moderate the LHS Fosters Facebook group
- Manage volunteers and CSER students
- Work closely coordinating with with Foster Team, Pet Help, and Medical to ensure the program is successful
- Personify LHS core values.
- Other tasks as assigned management

### **Qualifications**

- High School Diploma.
- Excellent work ethic and assertiveness skills.
- Ability to work efficiently with limited supervision.
- Ability to maintain composure and excel in a fast-paced environment while remaining organized and accurate.
- Ability to communicate with the public in a respectful manner, even under pressure.
- Computer and data entry experience, donor software knowledge is key
- Ability to represent the values of LHS by working in a culturally diverse environment and community in a way that fosters understanding and compassion.

*This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any*

*other job related duties required by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.*

I have read and understand my job description:

---

Employee signature

Date