

CLASS SPECIFICATION
Animal Rescue Coordinator

GENERAL PURPOSE

Under general supervision, performs a variety of duties necessary for the evaluation and marketing of animals for adoption, development of rescue contacts and transfer of animals to rescue organizations and creates and maintains an active volunteer program that will reduce the number of animals euthanized. Promotes humane care of animals through education and humane, pro-active animal service programs committed to preventing the suffering of animals and ending pet overpopulation while recognizing the value of animal rescue groups to help place companion animals into new homes. May perform other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Animal Rescue Coordinators showcase and promote animals using social media, videos and photographs, while networking and relationship building with animal rescue groups. Incumbents may perform intake activities including inputting animal data into the department records system, performing vaccinations, conducting preliminary health examinations and animal assessments. Incumbents interact with the public during adoption events, out-processing of fostered, adopted or recovered animals. Work requires contact with sick, injured, unruly and/or vicious animals in accordance with law and City policy and procedure.

Animal Rescue Coordinator is distinguished from Lead Animal Care Technician in that incumbents in the latter class provide lead work direction in addition to performing animal care or rescue duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Development and implementation of animal marketing strategies to increase adoption rates and educational programs relating to animal welfare.
2. Make contacts, develop relationships and serve as the primary point of contact for animal rescue groups and organizations, in order to effectively increase the animal live release rate through the transferring of animals to these groups.
3. Manage, monitor, and promote an effective animal fostering program with outside groups.
4. Conduct initial and annual inspections and background checks as needed to rescue and foster homes that work with agency.
5. Participates regularly in or plans, schedules, set up and assists with animal adoption outreach events that frequently occur on weekends; coordinates spay/neutering of animals in anticipation of outreach activities.

6. Conducts training sessions for animal adoption program and other staff or volunteers on the proper handling, evaluation and adoption of shelter animals.
7. Organize for or transports animals to groomers, veterinarians, adoption outreaches or other locations as needed.
8. Will video and photograph animals to email for breed specific and general interest groups.
9. Maintains records of rescued animals and communications made in attempt to get an animal placed.
10. Provides assistance to the public with contacting individual rescue groups.
11. Stays current with available shelter animals to assess for rescue, and able to follow through with policy and procedures to partner with groups.
12. Assists individuals seeking lost animals or adoptable animals; assists customers in making pet selections; responds to public inquiries regarding care and treatment of animals.
13. Advises public of legal rights and interprets appropriate laws, regulations and policy as they relate to the adoption of animals or transfer of animals to adoption partners; tactfully handle complaints, trying to remedy the problems, gathering evidence and issuing denials, as necessary.
14. Assist in the preparation and completion of grant applications related to reducing pet over-population and increasing positive outcomes for shelter animals.
15. Performs office clerical and administrative duties as assigned.

OTHER DUTIES

1. Treat all animals humanely, with compassion and concern, both on and off the job and transmit these values to others.
2. Assist in the office with preparation of required paperwork and assist in the kennel with the care of animals.
3. Provides microchip services to residents impounded animals, including scanning and implanting chips.

QUALIFICATIONS

Knowledge of:

1. Techniques and procedures for the safe, humane and efficient handling of animals.
2. Methods, practices and procedures in the handling, care and feeding of animals, including practices and techniques for handling unruly and/or vicious animals.
3. Basic state, county and local law, ordinances and regulations applicable to the licensing, control, care and protection of animals.
4. Animal behaviors and proper animal handling techniques.
5. Common breeds of domestic animals, their characteristics and behavior patterns.

6. Infectious and contagious diseases of animals and their symptoms.
7. Safe operation of cleaning equipment and chemicals used in the cleaning process.
8. Microchip implantation and scanning techniques.
9. Excellent communication (written & verbal) and public relations skills.

Ability to:

1. Clearly explain animal services to the public and rescue groups.
2. Safely and confidently handle animals of all sizes and temperaments in a humane manner.
3. Learn and follow appropriate procedures for caring for and treating animals as directed by a veterinarian.
4. Use computer programs to track history and outcomes while utilizing the existing database.
5. Ability to create and manage an Adoption Partner network.
6. Proficiently maintain records needed to participate in the rescue program.
7. Work independently, be self-motivated and have ability to multi-task while following direction.
8. Demonstrate working in professional manner with others in a fast pace, complex and changing environment.
9. Understand and follow oral and written instructions.
10. Communicate effectively (written & verbal) with the public and provide effective customer service.
11. Apply sound independent judgment in a variety of situations in accordance with established policies and procedures.
12. Exercise tact and good judgment to establish and maintain effective working relationships with other staff, volunteers, rescue groups, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent, and two years of work experience that include working with animals; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to main insurability under the City's vehicle insurance policy.

Ability to obtain a P.C. 832 certification and pass a breed identification and symptoms of disease test within one year of employment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to use hands to finger, handle, feel or operate objects, tools or control; and reach with hands and arms. The employee is regularly required to stand, walk or sit; talk or hear; stoop, bend, kneel, crouch or crawl. The employee must regularly lift and/or move animals or objects up to 50 pounds and frequently over 100 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Mental Demands

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve animal care and shelter maintenance problems; use basic mathematics; observe and interpret situations; work with regular interruptions; and interact with other staff, the public and others encountered in the course of work. The employee is occasionally required to deal with dissatisfied or quarrelsome individuals.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees regularly work on slippery and uneven surfaces and are exposed to loud noise, odors and dirt. Employees are routinely exposed to dangerous, injured or diseased animals; fecal matter, blood and other hazards; and to various cleaning chemicals.