



City of Irving Job Description

Animal Services Volunteer Coordinator

FLSA Status:	Non-Exempt	Job Department:	Police (Animal Services)
Job Code:	A092	Reports To (Job Title):	Animal Shelter Supervisor

PURPOSE

The Animal Services Volunteer Coordinator will recruit, train and retain volunteers and adoption partners/rescue groups. They will also develop social media strategies to educate and engage residents, improve animals returned to owners, increase donations and increase attendance at events. Goals include increasing volunteer engagement (reducing the need to hire additional staff), improving animal care in our community through education, and increasing the shelter's live release rate.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Coordinate volunteer recruitment, training, retention and scheduling processes.
- Supervise and direct volunteer assignments.
- Develop, implement and manage departmental social and digital media sites
- Coordinate adoption partner recruitment and transfer processes.
- Coordinate placement of foster care animals and follow up appointments.
- Update and maintain database and other records by entering current and accurate information.
- Maintain positive and professional communication with staff, volunteers and rescue organizations.
- Provide excellent customer service and focus.
- Work in cooperation with other Animal Services personnel to accomplish and further its goals.
- Protect confidential information.
- Create a supportive learning environment; mentor and train volunteers.
- Recognize common illnesses and behavioral traits that would make an animal a less likely candidate for adoption, select appropriate animals for foster and transfer, and report observed health or behavior issues to the Shelter Supervisor.
- Provide care for, feed and monitor animals; administer medication and treatment as prescribed by the veterinarian.
- Draw blood and performs diagnostic testing.
- Clean assigned areas on a daily basis.
- Operate city vehicles and must be an approved driver. Such duties may include but not be limited to, driving a City of Irving vehicle or Animal Services truck to transport animals.
- Prepare and maintain detailed monthly reports.
- Collect and maintain accurate record of payment for services.
- Keep current inventory of necessary program supplies and report shortages to the Shelter Supervisor.
- Maintain assigned equipment, supplies and vehicles in safe condition and report any problems or needed repairs to the Shelter Supervisor.

- Report to work at assigned start time; go to/return from breaks and lunch at assigned times; leave work at assigned quitting time.
- Participate in special events and educational programs.

OTHER DUTIES AND RESPONSIBILITIES

- **May be required to perform euthanasia of animals.**
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise several volunteers.

FINANCIAL / BUDGETARY RESPONSIBILITY

Under the direction of the Shelter Supervisor to stay within budget, appropriate use of supplies. Will be assigned and responsible for a purchasing card.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Diploma or GED *plus* some college or vocational training.

EXPERIENCE

- At least one (1) year of experience supervising, directing, and training volunteers.
- Demonstrable work experience in social and digital media

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid, appropriate, state-issued driver's license, or the ability to obtain one, may be required.
- **May be required to obtain** Euthanasia Training within six (6) months of hire.

KNOWLEDGE OF

- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of the circumstance.
- Animal species, breeds, diseases, medical conditions, and behavior.
- Safe, humane animal handling and restraint techniques.
- Disease control practices.

- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office / Industry Software: Current word processing, presentation, spreadsheet, and database programs used by the City; especially the Microsoft Office suite, as well as, web based programs for social and digital media and database functions.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, documents and ideas.
- Basic Math: Adding, subtracting, multiplying and dividing quickly.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Mechanical/Technical: Safely operating diverse office equipment, including copiers, computers, fax machines, calculators and telephones.
- Service Orientation: Actively looking for ways to help people.
- System Ability: Multi-tasking by working with multiple software systems simultaneously.
- Typing: Accurately entering information using a computer keyboard.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.
- Written Expression: Communicating information and ideas in writing, such as routine reports and correspondence, so others will understand.
- Reading Comprehension: Reading and interpreting documents.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring; also, organizing one's workspace.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram or schedule form.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Problem Solving: Identifying problems and actively seeking potential solutions.
- Animal Handling: Handling and restraining animals safely and humanely.

GUIDANCE RECEIVED

General Instructions and Established Precedent/Procedures

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

CONTACTS

Internally, this position regularly engages with Animal services staff and other City teams. Externally, this position interacts with the public, adoption partners, customers, outside agencies and vendors.

EQUIPMENT AND PROPERTY

This position utilizes kennel supplies and restraint equipment; washer and dryer; and/or city vehicles. Additionally, it regularly utilizes office machinery, including: computer, phone, copier, printer, calculator, fax, hole puncher, laminator, keypad security system, digital camera, and a shredder.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee is constantly touching, hearing/listening, speaking, seeing, standing, and walking. Frequently, s/he is required to smell, grasp, handle, feel, kneel, stoop, bend, twist, reach, push, and pull as well as lift and carry/move up to 50 pounds. Occasionally, s/he is required to sit, balance, climb, crawl and lift up to 100 pounds. Rarely, s/he is required to lift over 100 pounds. Specific vision abilities required by this job include ability to see fine detail, close vision, distance vision, peripheral vision, and depth perception. Must be able to hear and distinguish changes in pitch. Must have good reflexes and be agile, have excellent hand/eye coordination, and have good range of motion in joints, particularly in the wrist, knees, elbows and back. Must have good dexterity in the fingers and hands.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

Work is in an animal shelter and veterinary hospital/clinic environment. While performing the duties of this job, the employee frequently is exposed to zoonotic pathogens, odors, animal feces/urine and/or toxic or caustic materials. Contact with dangerous animals, sick animals and veterinary associated medications. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment usually is moderate. Exposure to various aqueous solutions including, but not limited to, dish soap, chlorhexidine, spectra soap, hydrogen peroxide. Exposure to sharp objects (needles and surgical blades). Occasionally, work is performed outdoors for events and on scene animal investigations.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.