



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**ANIMAL SHELTER PROGRAM  
COORDINATOR- FOSTER CARE**  
(ANIMAL SERVICES)  
PARKS, RECREATION AND TOURISM

Human Resources Department  
700 Town Center Drive, Suite 200  
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## GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for coordinating foster care programs for the Peninsula Regional Animal Shelter. The position recruits, trains and supervises foster care volunteers. The position may also assist in the transfer of animals to approved transfer partners or alternative locations. This position works closely with veterinary staff as well as behavior, evaluation and enrichment professionals, volunteers and staff members. This position maintains foster care records and coordinates adoptions when desired by foster volunteers. Reports to the Operations Superintendent.

## ESSENTIAL JOB FUNCTIONS

Performs outreach with the community, local rescues, and professional businesses to increase support for foster care program, including promoting community events. Develops and implements both long and short term foster care program work plans, goals and objectives. Recruit, and screen foster volunteers and match applicants with program needs. Supervise, assign, train and evaluate work of foster volunteers.

Selects shelter animals for foster/rescue programs and coordinates their transfer, transport, ongoing care and disposition. Coordinates appointments with foster volunteers and person interested in adopting. Performs basic health evaluations and treatments as directed by shelter veterinarians. Facilitates the adoptions of foster animals by matching foster animals with potential adopters.

Works directly with other shelter staff and veterinarians to determine appropriate rehabilitation, path or maintenance for foster animals.

Develops, coordinates, schedules, and leads foster care training sessions; develops training materials and related training materials. Attends continuing education and training opportunities. Accurately maintains all required records in the shelter's database in a timely manner.

Evaluates volunteer programs and conducts needs assessment, compiles data, prepares reports on foster care programs and recommends changes to improve program. Contributes to the organization's marketing and promotion efforts; utilizes social media outlets.

Performs other duties as assigned.

## **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## **REQUIRED KNOWLEDGE**

- Animal Shelters - Knowledge of federal, state and local laws, codes, ordinances, policies and procedures relevant to animal shelters to include custodial and remedial care, adoptions, animal behavior and basic care.
- Public Relations and Communications - General knowledge of the principles, techniques and methods of public relations, marketing and communications. Knowledge of the processes and equipment used in the design and preparation of multimedia graphics, brochures and other visual aids. Knowledge of advertising and publicity techniques. General knowledge of the proper methods and techniques of researching, preparing and disseminating public information.
- Supervision - Knowledge of leadership techniques, principles, and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff or volunteers.
- Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to effective animal care, maintaining sanitary conditions and overall health of shelter animals, and other work related precautions.
- Customer Service - Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services and evaluation of customer satisfaction.

## **REQUIRED SKILLS**

- Judgement/Decision Making -Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations.
- Computer Skills - Ability to utilize a personal computer, including word processing, graphic design, desk top publishing, photo editing programs (Photoshop or similar) and database management programs.

## **REQUIRED ABILITIES**

- Project Management - Ability to plan, organize, and manage resources to bring out the successful completion of specific project goals and objectives.
- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Communication - Ability to effectively communicate verbally and in writing, to include the preparation of detailed reports which include numerical information and statistics and preparing and presenting a wide variety of public relations materials. Ability to handle a variety of issues

with tact and diplomacy and in a confidential manner. The ability to present information related to this program at general meetings, conferences and workshops.

- Mathematics - Ability to perform arithmetic and statistical applications. Ability to employ basic math principles and practices in the analysis and reporting of data.
- Recordkeeping - Ability to maintain accurate records and filing

## **EDUCATION AND EXPERIENCE**

Requires a Bachelor's Degree in Business Administration, Public Administration, Marketing, Animal Science, or a related field with 1-2 years related experience and some lead or supervisor experience, or an equivalent combination of education and experience.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background investigation to include a local and state criminal history, sex offender registry check, and a valid driver's license with an acceptable driving record.

## **PHYSICAL REQUIREMENTS**

- Tasks require the regular and, at times, sustained performance of moderately physically demanding work.
- Some combination of climbing and balancing to include climbing ladders, stooping, kneeling, crouching, and crawling.
- May involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20 - 50 pounds).

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds, depth, texture, and visual cues or signals.
- Some tasks require the ability to communicate orally and in writing.

## **ENVIRONMENTAL EXPOSURES**

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, weather, temperature and noise extremes, hazardous materials, traffic hazards, bright/dim lights, toxic agents, animal/wildlife attacks, animal/human bites, explosives, disease, pathogenic substances, or rude/irate customers.

## **ADDITIONAL INFORMATION**

This position would be grant funded for the purpose of increasing the save rate at the Peninsula Regional Animal Shelter. Position will require regular reporting to the funder on save rates and program outcomes.