



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

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

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for coordinating animal shelter functions related to animal adoptions, animal behavioral assessments, marketing and outreach for the Peninsula Regional Animal Shelter. May act as the Animal Shelter Supervisor. Reports to the Animal Shelter Manager.

ESSENTIAL JOB FUNCTIONS

Serves as a primary point of contact in one or more of four (4) functional areas, to include animal adoptions, animal behavioral assessments, shelter marketing or volunteer coordination. Assists the public, employees and volunteers with general inquiries; provides general information regarding the Peninsula Regional Animal Shelter; ascertains nature of the inquiry and refers to appropriate individual or provides assistance based on knowledge of situation.

Performs technical and behavioral assessments on animals housed as the Peninsula Regional Animal Shelter; develops and implements behavior modification plans and creates profiles for the animals; develops and conducts training for Animal Shelter employees and volunteers related to safe handling, social interaction, and behavioral management; provides behavioral assessment information, guidance and documentation to citizens upon adoption of an animal.

Researches and develops appropriate procedures and protocol for animal adoptions in accordance with federal, state and local regulations; coordinates animal adoption efforts with citizens; responsible for collecting fees and reconciling accounts for deposit; prepares related financial and adoption reports.

Coordinates the recruitment of volunteers; responsible for the effective supervision and administration of assigned staff and volunteers including staff development, performance evaluations, employee relations, prioritizing and assigning work and related activities.

Creates marketing and promotional campaigns to increase animal adoption awareness and to build community partnerships; coordinates special events at the shelter. Assists with developing and recommending short and long-range plans for the shelter; establishes and implements management systems to effectively meet operating goals and objectives.

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.
- 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.
- Basic Math - Ability to perform basic arithmetic and simple calculations.

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.

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