

# Volunteer/Foster Coordinator

## PRIMARY RESPONSIBILITIES

It will be the responsibility of the Volunteer/Foster Coordinator to manage volunteers and fosters for Butte Humane Society (BHS) under the direction of the department supervisor. Individuals in this classification will perform various tasks related to the growth and success of our Volunteer/Foster programs as well as work with staff to ensure that these programs meet the organization's needs. Individuals will be expected to provide prompt and courteous customer service and the proper support for Volunteers/Fosters to help them succeed in our organization.

## CHARACTERISTICS

### Candidates applying for this position will possess:

- Extreme passion for our agency's mission of finding homes, saving lives and inspiring compassion.
- Proven ability to exercise good judgement when dealing with the public, staff, volunteers, and confidential information.
- Proven ability to manage a program where growth is evident.
- Ability to organize a system for record keeping.
- A love of animals without bias against specific breeds or species.
- Strong written and verbal communication skills as well as ability to communicate with people from all backgrounds.
- Ability to identify short and long-term goals.
- Ability to maintain a professional demeanor with the public, volunteers, and other staff members.
- Ability to problem solve and face challenging situations while maintaining professionalism.
- Self-motivated and proactive work ethic as needed for an independent position.
- Ability to absorb and apply information quickly.
- Willing to be flexible with protocol and/or policy changes when needed.

## DUTIES AND RESPONSIBILITIES

- Responsible for recruiting, training, and communicating with volunteers and fosters.
- Implement volunteer and foster appreciation activities across the organization to ensure stability.
- Develop and maintain policies and procedures that apply directly to the programs and organization.
- Commit to a high standard of safety and follow all established safety procedures and protocols. Take immediate action to address any safety concerns that could put a staff member, volunteer, customer, animal, or the organization at risk.
- Maintain volunteer database and systems to collect volunteer/foster feedback, manage issues and implement resolutions
- Organize a system with foster animal record keeping such as vaccine dates, health, behavior, etc.
- Coordinate and lead volunteer/foster orientations and training
- Cultivate positive client, volunteer, and coworker relations through professional, courteous, and educational interactions.
- Participate in event meetings where volunteers are needed.
- All other duties as assigned.

## PROFESSIONAL PERFORMANCE

- Maintain professional standards of performance, demeanor and appearance at all times.
- Maintain an avenue of communication with all staff to ensure program efficiency.
- Complete tasks and responsibilities in a timely and efficient manner, comply with agency policies and standards, and meet the requirements of the position.
- Maintain a creative, cooperative approach to the position and seek to bring a constructive, problem-solving mentality to all tasks.

### **SKILLS, REQUIREMENTS, AND ABILITIES**

- 18 years of age or older.
- Associates degree or equivalent work experience in customer service, computer data entry, supervisory, or animal welfare
- Experienced with Microsoft Word, Excel, Volgistics (a plus)
- Flexible hours that would allow for weekends, weeknights and sometimes holidays
- Ability to lift a minimum of 50 pounds, sit/stand for long periods of time, and possess willingness/ability to humanely handle any/all animals
- Ability and willingness to work in all types of weather conditions
- Computer literacy and ability to master software as applicable to BHS operations
- Experience handling and interacting with cats and dogs.

This position description does not imply that these are the only duties to be performed by the employee occupying this position. This document does not create an employment contract implied or otherwise, other than an, "at-will," relationship.

**Position Hours:** Must have open availability. **FULL TIME Monday - Friday** with paid holidays.

***If interested, please submit a resume and cover letter. Thank you!***