

POSITION DESCRIPTION

TITLE: Volunteer & Behavior Programs Assistant **FLSA STATUS:** Exempt

DEPARTMENT: Volunteer Programs and Operations

JOB SUMMARY: Assist with recruitment, training and retention of volunteers, execution of behavior plans, maintain accurate and timely records, and oversee the daily movement of animals toward adoption.

VISION: The Volunteer & Behavior Programs Assistant is responsible for creating, executing and maintaining programs that improve quality of life for all animals while in our care, ultimately decreasing length of stay and increasing live release rate. This position will work alongside volunteers to achieve our goals and contribute positively to their experience to increase volunteer retention.

INTRODUCTION: Young-Williams is looking for a Volunteer & Behavior Programs Assistant who has a background in the customer service field and animal behavior and/or animal care, who approaches challenges with enthusiasm and optimism, and sees every situation as a learning opportunity. If the following describes you, we want you to apply!

- You have experience working with animals, particularly animals with special behavioral needs
- You have amazing people skills and are an effective teacher, no matter who your audience happens to be
- You're comfortable working independently, but you're an excellent team player
- You're organized, calm and collected
- You're flexible and willing to try new things (open to new ideas) and take on new responsibilities as the needs of the organization changes

ORGANIZATIONAL RELATIONSHIPS:

This position is supervised by: Volunteer Manager

The positions identified below report to this position: N/A

ESSENTIAL FUNCTIONS OF THE JOB INCLUDE:

Behavior:

- Assist Enrichment Coordinator to ensure every animal in our care has the Five Freedoms: freedom from hunger and thirst, from discomfort, pain, injury or disease, to express normal behavior, from fear and distress.
- Complete pre-adoption behavior screening process for animals as they become eligible for adoption
- Assign behavior modification plans to animals who need one
- Monitor progress of, document and ensure completion of behavior modification plans
- Assist volunteers in running playgroups

- Represent the behavior department on rounds when needed and follow up on action items from rounds
- Assist professional dog trainers volunteering their services at the shelter

Volunteer:

- Work closely with the Volunteer Manager to recruit, train, and grow volunteer involvement and engagement
- Lead volunteer training classes
- Assist in managing volunteer groups
- Help implement ongoing volunteer education

Administrative:

- Assist with basic office tasks like ordering office supplies and sorting mail
- Ensure that records are entered and maintained accurately and in a timely manner

POSITION SPECIFICATIONS:

1. Required
 - a. Positive, optimistic outlook
 - b. Professional or volunteer animal care experience
 - c. Minimum of 2 years customer service experience
 - d. Proven ability to handle multiple tasks in a busy workplace environment
 - e. High school diploma or equivalent
 - f. Advanced computer skills (database software administration and reporting, office, etc.)
 - g. Strong communications skills, verbal and written

WORKING CONDITIONS:

1. Indoors in a high noise air-conditioned/heated building, outdoors at shelter or on-location for various activities
2. Equipment use:
 - a. Includes use of PC, printer, copy machine, fax machine, telephone, and cleaning equipment and supplies
3. Work hours:
 - a. Work hours may vary
 - b. Evening and weekend and holiday hours will be required
4. Regular exposure to animals and their bodily fluids, cleaning chemicals, fumes, dust, bites, and scratches.
5. Need for development of self-care skills to combat compassion fatigue
6. Heavy lifting and/or moving up to 100 pounds with assistance
7. Regular upright movement, such as standing or walking

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.

APPROVED: _____
Director of Shelter Operations

DATE

