



300 Old Route 10, Enfield, NH 03748

Position Title: Intake & Placement Coordinator
Reports to: Animal Services Manager
Schedule: 40 hours/week; requires weekend and occasional evening hours

The core priorities for this position are:

1. First Impression - This role is responsible for what is often a community member's first impression of our organization. It is critical that they actively foster a welcoming and helpful environment while also following policies and regulations of UVHS and the state of NH.
2. Reception - Provide responsive, professional, courteous, and compassionate support to the public via phone, email, and in-person. Answer live phone calls and return phone and email messages in a timely manner. Legibly and accurately record messages and other communication. Assist with maintaining neat and clean visitor spaces.
3. Community Resource - Direct community members and answer questions related to UVHS programs, such as low-cost spay/neuter clinics and emergency boarding, ensuring appropriate and timely assistance. Coordinate with the animal care team to fill requests for the pet food pantry.
4. Volunteer Support - Provide volunteer guidance and assistance, directing them to the appropriate staff member as needed.
5. Animal Intake Support - Assist with animal intake processes, such as strays and owner surrenders, ensuring proper paperwork is completed and all pertinent information is collected. Enter information accurately into a computerized database.
6. Pre-Adoption Support - Maintain familiarity with animals in the care of UVHS and ensure that the computerized database includes appealing photos of adoptable animals. Prepare animal adoption folders and paperwork, ensure proper procedures are consistently followed for making animals available for adoption, and assist with processing adoptions. Promptly follow-up on animal adoption inquiries, surveys and profiles.
7. Adoption Counseling - Using a conversational approach to adoption counseling, interact with potential adopters and show animals. Focus on making quality matches. Complete adoption paperwork with attention to detail.

8. Post-Adoption Support - Collaborate with volunteers to contact adopters for post-adoption updates and triage any issues to the appropriate person. This is done after 3 days, 3 weeks, and 3 months post-adoption.
9. Transfer Liaison - Assist with transport and placement of animals both to and from UVHS in coordination with the Animal Services Manager and Medical Manager. This will include communication to other organizations and checking for appropriate documentation.
10. All other administrative tasks as assigned by the Animal Services Manager.

Philosophical Alignment

- UVHS continuously improves the employee experience and strives for a culture that inspires people to do the best work of their life. We encourage growth, show appreciation for staff and volunteers, respect everyone equally, and seek to apply best practices in business leadership and management.
- UVHS strives to be inclusive of everyone from all walks of life and all human experiences in all areas of our organization. UVHS welcomes everyone, recognizes each person's inherent worth, values each individual's unique experiences, encourages a sense of belonging, and honors the full array of humanity and human expression.

Qualifications Required:

- Excellent written and verbal communication skills are a must
- Proficient in computer systems and software, with the ability to quickly learn and navigate new platforms
- Good judgment, professionalism, and ability to represent UVHS with positivity
- Support the UVHS mission and policies
- Ability to lift 25 pounds and sit or stand for extended periods of time
- Experience working with and handling dogs & cats of different sizes and temperaments

Key Competencies:

- *Self-motivated:* Demonstrates initiative to take action, address problems & utilize time effectively, without requiring ongoing direction
- *Focus on Safety & Humane Treatment of Animals:* Demonstrates a commitment to ensuring that tasks are completed with the highest regard for animal, personal, and staff safety, and the well-being of animals
- *Attention to Detail:* Is thorough in ensuring work tasks are completed
- *Communication:* Articulates information effectively with staff, volunteers and members of the public. Recognizes when communication needs to take place
- *Adaptable/Flexible:* Able and willing to modify work priorities in a given day based on customer or shelter needs
- *Time Management:* Manages self to ensure all key tasks are completed

Work Hours: 40 hours/week five 8-hour days. The position will require weekend and holiday hours, as well as occasional evening hours as needed for events.

Acknowledgement: This position description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Nothing in this position description, nor by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

All employment at Upper Valley Humane Society is at-will.

By signing below, I acknowledge that I have received, read, and understand my position as described in this job description.

Employee Signature

Date

Supervisor Signature

Date