

**Position Title:** Intake Coordinator

**Benefits:** PTO and Holiday pay

**Starting Salary Range:** \$12.00 - \$14.00

**Status:** Non- Exempt

**Working Location:** LHS Shelter

**Employment Status:** Full Time

**Workdays:** Tuesday through Saturday

**Supervisor:** Director of Operations

**Supervises:** No one

## **Purpose of Position**

The Intake Coordinator will serve full-time with the primary responsibility for all animal intakes and fosters to ensure quality care for each animal that becomes the responsibility of Lenawee Humane Society. The Intake Coordinator will be solely responsible for scheduling and coordinating all intake and foster appointments as well as conducting all intake assessments and exams. The Intake Coordinator reports to the Director of Operations and works in conjunction with the Shelter Manager and Adoption Coordinator.

## **Responsibilities**

**Job Responsibilities include but are not limited to:**

### **Public and Shelter Population Care (50%)**

1. Provide compassionate care at all times by utilizing Fear Free / Low Stress handling.
2. Responsible for keeping Lenawee Humane Society under Capacity for Care in conjunction with Executive Director and the Capacity for Care Team.
3. Solely responsible for scheduling intakes, vaccinate, age, weight and picture upon intake, performing intake exams, ensure all data is in electronic file according to the intake procedure.
4. Review all foster applications and inquiries and respond with enthusiasm and compassion within 48 hours.
5. Responsible for ensuring all intake, outcome and foster procedures are followed by the departmental Standard Operating Procedures.
6. Facilitate fosters by scheduling pick-up times, check-up appointments, and return times through Current Foster Google Sheet and Google Calendar.
7. Complete vaccinations and treatments of animals as indicated by the follow up schedule or Clinic Manager.
8. Ensure all animal vaccinations, medications, treatments, and supportive care measures are followed out as directed by attending veterinarians and departmental Standard Operating Procedures.
9. Ensure the Current Fosters log is kept complete and up to date.
10. Perform check-ins with medical or behavioral foster families and resolve any potential issues.
11. Provide public services such as nail trims, baths, etc. according to appointments.
12. Stay up to date on infectious diseases, including their prevention and steps to reduce or eliminate transmission.
13. Responding to and/or assisting with emergency animal situations which may include but not limited to communicating with law enforcement, staff, and leadership regarding the situation, game plan, and projected outcome.
14. In the event an animal is physically suffering or is deemed a threat to society, the incumbent may be required to perform, witness, or participate in the humane euthanasia process.

### **Team (30%)**

1. Ensure fosters are trained in Fear Free/Low Stress handling.
2. Utilize the Intake Questionnaire and Memo feature in PetPoint to document any information obtained at intake or while the animal is on foster.
3. Prioritize answering incoming calls for the shelter, routing them to proper extensions when needed, and taking and delivering messages if necessary.
4. Attend all weekly staff meetings.
5. Maintain phone and e-mail correspondence with the public and co-workers, answering animal-related questions, while treating every customer with dignity and respect.
6. Exhibit a positive working attitude by demonstrating respect for fellow workers, donors and customers.
7. Attend and assist with fundraising events and activities as needed on- and off-site.

### **Administrative (10%)**

1. Responsible for maintaining the county stray log.
2. Responsible for adding new animals to the S/N Google Sheet upon intake.
3. Complete monthly report and send to Executive Director on the 1<sup>st</sup> of each month.
4. Submit the completed county stray log to the Finance Department by the 1<sup>st</sup> of each month.
5. Responsible for navigation and use of the PetPoint Data Management System and Clinic HQ software.

### **Housekeeping & Maintenance (10%)**

1. Ensure Lenawee Humane Society is following all Michigan Department of Agriculture and Rural Development (MDARD) regulations and all records are kept accordingly.
2. Ensure all customer information is kept confidential.
3. Keep working area professional and free from clutter.
4. All other duties as assigned.

### **Requirements**

- Possess a valid Driver's License
- Certification to perform euthanasia or ability to become certified.
- Ability to lift up to 50 pounds, 120 pounds with assistance, stand, squat, bend and climb on a daily basis.
- Must be flexible and able to change assignments when circumstances require.
- Must possess tact and patience necessary to work with the public.
- Ability to attend trainings and educational seminars (whether local or out of town).
- Ability to express and implement rules in regards to clinic patient medical needs.
- Ability to successfully restrain animals, complete clinical laboratory tests and procedures, calculate, dispense, and administer medications and necessary vaccines, monitor animals under anesthesia, and assist in surgery.

### **Working Conditions**

- Ability to withstand excessive barking at times. May encounter strong odors, including chemicals used for disinfecting.
- Position may create emotional fatigue due to the number of abused and neglected animals entering and leaving the shelter.