



## Job Description

Job Title: Volunteer Coordinator/Transfer Coordinator  
FLSA Status: Full-Time, Non-exempt  
Date last reviewed: June 11, 2018

### Position Summary

The Volunteer Coordinator directs the LHS volunteer program for all volunteers, primarily for those who help out with administrative tasks, special events, thrift store, and departmental volunteers but also includes those who work directly with the animals. This position is the initial contact person for all volunteer opportunities within LHS. The Volunteer Coordinator position is a shared job split between two equal individuals, who both report to the Director of Operations. This position is also responsible for locating agencies to accept transfer of animals out of the shelter and facilitate animals transferred both out and in.

### Essential Duties and Responsibilities

- Develops and conducts orientations and program materials for prospective volunteers.
- Provides training, scheduling, and supervision for all volunteers.
- Ensures volunteer database is accurate and that proper documentation is on file for all volunteers.
- Data entry of volunteer contact information, trainings, schedules.
- Responsible for recruitment, growth and diversity of the LHS volunteer population in order to fill varied needs within the organization.
- Write and maintain SOPs for Volunteer and Transfer Depts.
- Retrains, reassigns, or dismisses volunteers as needed.
- Conducts frequent audits of LHS volunteer needs to recruit and coordinate training, evaluation, scheduling, and retention efforts within individual departments.
- Works directly with the Events and Education Manager for special events to solicit, engage and manage volunteers for special events.
- Is the primary contact for staff requests for volunteers for special projects.
- Coordinates groups of volunteers interested in one day projects.
- Supervises volunteers at special events and attends events to coordinate and direct volunteers.
- Compiles annual volunteer program statistics.
- Answers emails and phone calls regarding the volunteer program.
- Coordinating with the individual departments, assists with the development of volunteer job descriptions as new opportunities develop.
- Provides ongoing recognition for volunteers.
- Maintains necessary supplies for Volunteer Department.

- Works with the Training & Behavior Department and Animal Welfare Team Supervisors to identify specific animal concerns and to take appropriate intervention to assure safety of volunteers.
- Ensures proper procedures in the kennels are maintained and followed by volunteers.
- Assures that kennel signage and communication is accurate allowing for appropriate and safe interaction of volunteers with animals.
- Develops recommendations for policies and guidelines governing volunteers.
- Researches and responsible for locating rescue options for shelter animals in need of placement outside of LHS.
- Communicates directly with transferring agencies to assure all necessary and appropriate information about transfer animals has been communicated and is on file.
- Coordinates animals transferring in and out of the shelter, working directly with LHS departments and transferring agencies.
- Maintains contact with transferring agencies through email and phone and occasional site visits to facilitate proper placement of transfer animals in and out of LHS.
- Maintains data base of transfer agencies and animals.

### Job Qualifications

#### Education and Experience:

- High school diploma or general education degree (GED), plus a minimum of 1 year volunteer management or related experience; or equivalent combination of education and experience (animal welfare experience a plus).

#### Knowledge, Skills and Abilities:

- Excellent customer service skills.
- Experience handling and comfort with cats, dogs and small mammals.
- Demonstrated excellent verbal and written communication skills.
- Excellent interpersonal communication and public speaking skills.
- Proficiency with Microsoft Office and database management (and the ability to learn new software as necessary).
- Enthusiastic, dedicated team player
- Ability to share duties with a colleague

#### Working Conditions:

- Office and animal shelter environment.
- Potential exposure to high noise levels and zoonotic diseases.
- Occasional lifting of up to 50 pounds.
- Frequent use of computer and telephone.