



POSITION DESCRIPTION

POSITION TITLE: Rescue Coordinator

DEPARTMENT: Assessment

CLASSIFICATION: Non-exempt

APPROVED BY:

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Rescue Supervisor

POSITIONS SUPERVISED: None

POSITION PURPOSE

Serve as the primary liaison between KHS and rescue agencies by coordinating the transfer of shelter animals to rescue groups. The rescue coordinator should actively look for new rescue agencies to work with and place as many animals as possible with licensed rescue groups. This position will maintain current records for all rescue agencies in accordance to state regulations. This position should have good common knowledge of animal behavior to translate to the rescue agency. This position will coordinate with KHS adoptions staff at the time of pick up in order to make a smooth transfer between agencies. This position will manage the KHS Barn Cat Program. Respect for the human animal bond is a must!

ESSENTIAL FUNCTIONS

Customer Service: Provides and models timely, polite, and respectful internal and external customer service regardless of the circumstances. Must remain calm, flexible, and willing to see other perspectives. Provides recognition and support to both staff and volunteers for their individual contributions to our agency. Ensures that every individual who enters/calls our agency is recognized and treated as a potential donor.

Coordination: Coordinate the relationship between rescue agencies and KHS. Provide behavior and medical information to the rescue agency as needed and make sure all services (surgery and vaccines) are performed prior to the transfer of animals to the placement partner/rescue agency.

New Rescue Agencies: Continually look for new agencies to work with for all species.

Record Keeping: Make sure the shelter has accurate records for all rescue agencies. Make sure all fees are collected and contracts signed as needed and stored in accordance to state regulations.

Volunteer Training: Utilize KHS volunteers to help with duties as needed and provide appropriate support.

Phone Calls/Emails: Respond in a timely and professional manner to phone calls and emails received from rescue agencies.

Safety: Comply with KHS Safety policies and procedures in order to maintain a healthy and safe environment.

QUALIFICATIONS

EDUCATION/CERTIFICATION: High School Diploma.

EXPERIENCE REQUIRED: Extensive customer service experience.

SKILLS/ABILITIES: Customer Service, Flexibility, Conflict Resolution, Independent Decision Making, Respect for the human/animal bond.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

TALKING: Ability to speak effectively and communicate clearly

AVERAGE HEARING: Able to hear average conversations

REPETITIVE MOTION: The employee may be required to squat repeatedly during the day.

FINGER DEXTERITY: The employee is regularly required to use hands to type.

AVERAGE VISION: Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

PHYSICAL STRENGTH:

- Repetitive motion above and below shoulder height
 - Must be able to use both hands for repetitive actions; firm grasp and fine manipulation. Hands exposed to water and cleaning chemicals.
 - Physical restraining of small and large animals 5lb to 100lb
 - Pulled/jolted/jumped on by small and large animals 5lb to 100lb
 - Lifting, carrying, pushing, pulling, throwing of 5lb to 100lb
 - Stooping to pick up items
 - Standing, walking, kneeling on hands and knees, crouching, crawling.
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WORKING CONDITIONS

Must be able to handle challenging customers calmly and respectfully on a daily basis. Must be comfortable handling dogs, cats, various small mammals, and birds on a daily basis. Noise exposure varies, and often includes barking and other animal vocalizations. Animal waste contact, smells, and visual exposure are prevalent. Exposure to industrial cleaning supplies.

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

- REASONING ABILITY:** Ability to deal with a variety of variables under only limited standardization.
- MATHEMATICS ABILITY:** Ability to add, subtract, multiply and divide in all units of measure using whole numbers and common fractions.
- LANGUAGE ABILITY:** Ability to read, analyze, and interpret documents. Ability to communicate clearly both verbally and in written communication.
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INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.