

Effective: May 1, 2025
Job Title: Intake Coordinator
Department: Adoption Program
Reports to: Director of Operations



Primary Location: San Luis Obispo Atascadero Both
Travel Required: Yes No
Remote Work Available: Yes No Limited
Employment Type: Full-time (≥ 30 hours/week) Part-time (< 30 hours/week) Temporary On-Call
 Exempt Non-exempt
Schedule: Average 40-hour work week with weekend, evening and holiday availability

Mission: Our Mission is to rescue and shelter homeless companion animals, promote responsible pet ownership, provide humane education and celebrate the human-animal bond.

Vision: Our Team is dedicated to delivering exceptional customer service, offering the best care within our means to every animal, and treating every individual, whether human or animal, with empathy and kindness. We strive to work efficiently, creating a positive and collaborative work environment that fosters growth and learning.

Working Environment: Work is conducted within an animal shelter environment. This may involve exposure to environmental factors, including temperature fluctuations, elevated noise levels, zoonotic diseases, animal waste, potentially hazardous chemicals or materials requiring OSHA Safety Data Sheets, anesthetics, sharp objects, as well as the possibility of interacting with hostile individuals and handling dangerous or aggressive animals.

Physical Requirements:

- Must be able to stand, walk, sit, talk, hear and see, stoop, bend, squat, kneel, grasp, put fingers together firmly and reach above and below shoulder level and lift; push, lift or pull 75 pounds for situations of restraining or moving animals and lifting supplies, materials and equipment;
- Repetitively use hands to move animals around and operate computers;
- Flex the neck upward and downward; twist the neck and the waist;
- Specific vision abilities required are close and mid-range vision, distance vision, color vision, peripheral vision, and ability to focus;
- Appropriately and humanely restrain cats and dogs; control dogs on a leash; work with a variety of animals in multiple settings both in and out of the clinic/shelter;
- Be able to tolerate extended periods of 4 to 6 hours of performing moderately strenuous activities, standing, lifting, stretching and bending;
- Work in an environment with daily changes in climate;
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- May require long hours, including evenings, weekends, and holidays, to ensure the shelter's operation and address emergencies or issues outside of regular working hours.

Mental and Emotional Resilience: Working in an animal shelter requires a commitment to support the animals in our care. This includes challenges of animal welfare, including euthanasia and potentially hostile or difficult situations.

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Job Summary: Under the direction of the Director of Operations (DOO), the Intake Coordinator (ICS) is responsible for the initial intake decision, to include medical and behavioral evaluations, vaccinations and prophylactic medical care, with consideration to the total animal population under WHS care. This role works with other shelters, rescues, individuals, and entities, including providing, arranging and assisting with animal transport both inside and outside of SLO County. In close collaboration with the Medical, Behavioral, and Adoption Program teams the ICS ensures all animals coming into WHS have the quickest path to a positive outcome.

Required Education and Experience:

- High school diploma or equivalent;
- Certified Euthanasia Technician (CET) credential and Veterinary Assistant Controlled Substance Permit required within six (6) months of hire (Employer sponsored);
- A minimum of one (1) year direct animal care experience with a demonstrated ability to utilize Fear Free techniques when handling animals and working knowledge of breeds, disease, animal handling, and animal behavior;
- Possession of a valid unrestricted California driver's license with required auto insurance.

Preferred Education and Experience:

- Experience in animal shelters and/or advocating for animal welfare with a strong understanding of animal care and best practices in an animal shelter is highly preferred.

Essential Skills:

- Mission Dedication & Work Ethic:
 - Displays an unwavering commitment to Woods Humane Society's mission;
 - Energetic, hardworking, and a collaborative team player;
 - Maintains a positive, enthusiastic, and professional image when representing Woods Humane Society;
 - Ability to handle animals safely with patience and gentleness and a personal commitment to animal welfare;
 - Ability to have unbiased and non-judgmental interactions with the public.
- Communication & Engagement Excellence:
 - Exceptional written and verbal communication skills, capable of conveying information professionally to diverse audiences;
 - Ability to clearly articulate the vision, mission, and goals of the organization;
 - Creative writing and marketing skills to promote animal adoption;
 - Proficient in building partnerships and relationships.
- Adaptability & Time Management:
 - Ability to set and manage priorities while remaining flexible to meet deadlines;
 - Able to thrive in a fast-paced environment, handling multiple tasks under pressure;
 - Maintains a flexible schedule, including availability for evening and weekend work.
- Analytical, Problem-solving & Organizational Abilities:
 - A collaborative approach to solving complex problems;
 - Exemplifies strong organizational and project management skills with the capacity to prioritize.
- Technology Proficiency:
 - Proficient in technology, including Microsoft Office Suite, and other job-related software and equipment.
- Compliance with Legal and Regulatory Framework:
 - Compliance with Federal, State, County and Department animal welfare laws and regulations.

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- Confidentiality:
 - Handles confidential information with discretion.

Key Responsibilities:

General

- Foster a robust and transparent working rapport with the DOO and the Adoption Program Team, ensuring open channels of communication;
- Demonstrate ethical behavior, integrity, and transparency (when possible), in all interactions, maintaining composure and adaptability in the face of challenges and setbacks;
- Actively listen and communicate clearly;
- Handle disgruntled community partners, patrons and/or members of the public with compassion and patience;
- Leverage technology and tools to streamline processes and enhance productivity.

Animal Intake & Assessment

- Collaborate with the Adoption Program Supervisors to assess and maintain appropriate shelter population ensuring capacity for care and all incoming animals are appropriately housed with proper identification, food/water, and accurately entered into the Shelter Database;
- Serve as primary contact for owner surrender appointments as well as rescue partners, assessing animal health and behavior to determine suitability in the Adoption Program, prior to accepting an animal; obtain a behavioral and medical history of each animal and collect appropriate payment;
- Perform animal intake exams, ensuring all animals entering the shelter have received required screenings as directed by the Director of Veterinary Services;
- Collaborate with the Foster Coordinator to determine animals' foster needs and appropriate foster volunteers, arranging placement of animals into foster homes, and ensuring appropriate paperwork has been completed and signed;
- Collaborate with the Pathway Planning Committee to determine next steps and outreach for a particular animal;
- Organize and schedule incoming transfers from partner organizations and SLO County Animal Services, traveling and transporting animals as necessary;
- Organize and schedule outgoing transfers to rescue, foster, or off-site appointments, traveling and transporting animals as necessary;
- Process animal returns per policy and procedure;
- Assist with animal restraint for basic medical care, which may include but is not limited to, microchipping, vaccinating, parasite treatments and sedation for euthanasia;
- In conjunction with other CET trained staff, perform euthanasia as required;
- Complete medical charts, waivers, and treatments for WHS animals, as needed;
- Create online biographies for each animal utilizing marketing and creative writing skills to promote an animal's adoptability in the best light.

Animal Behavior & Handling

- Ensure all prior animal behavior profiles are accurately recorded and entered into the WHS electronic database prior to making the animal available for adoption;
- Assist with dog-to-dog introductions with WHS dogs, as needed;
- Monitor feline housing, capacity of care, and groupings in the cattery.

Customer Service

- Ensure that community partners and the general public, in person, via telephone and e-mail are assisted in a helpful, professional, and timely manner, providing a high level of personalized customer service;
- Accurately field questions regarding the organization's services and programs.

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Safety

- Compliance with the organizations Safety Policies and Procedures, promptly addressing all safety concerns with any Supervisor on duty.

Administrative

- Utilize the Shelter Database to facilitate the scheduling of appointments for owner surrenders, transports, and foster appointments, streamlining the efficient processing of intakes, fosters, returns, transfers, and adoptions, while also incorporating comprehensive behavioral and medical notes;
- Assist with maintenance of proper supply inventory, storage, handling and documentation of all substances, supplies, and proper functioning of all equipment within the department;
- Assist with marketing efforts for adoption services and other training services available to the public; including the identification of key stories that may improve or enhance the image of the shelter and its related programs as well as planning for in-house adoption programs and special events;
- File and maintain department records and statistics;
- Perform general housekeeping within the department and other areas as assigned, including the breakroom and kitchen areas;
- Utilizing time-keeping software, accurately record all time worked as well as designated lunch periods. Check time cards regularly to verify accuracy of your entries. Report any discrepancies immediately to your supervisor or the Human Resources department;
- Maintain strict confidentiality with client and donor information;
- Regularly attend all required staff meetings;
- Complete all required and assigned training;
- Carryout other duties as assigned by the Director of Operations.

Woods Humane Society is committed to fostering, cultivating and preserving a culture of diversity, equity, inclusion and belonging.

Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and achievements as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

All employees of Woods Humane Society have a responsibility to treat others with dignity and respect at all times.

This Job Description provides a detailed overview of the qualifications and requirements specific to the designated role. It is important to note that the job description may be subject to periodic updates, including addition, deletions or further revisions as deemed necessary.

Your employment, whether in the mentioned position or any other role at Woods Humane Society, is at-will, with no predetermined term. This means that either you or Woods Humane Society retains the right to terminate your employment relationship at any point.

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By signing below, you affirm your clear understanding of the job's requirements, your possession of the requisite experience, skills, certifications, licenses, or permits, your commitment to fulfilling the outlined duties, and your willingness to adapt to changes in the job description as it evolves. Furthermore, you agree to promptly report any discrepancies or concerns related to the job description to your immediate supervisor or the Human Resources Department.

Employee Name: _____

Employee Signature: _____ Date: _____

Supervisor Name: _____

Supervisor Signature: _____ Date: _____