

COUNTY OF SOLANO
CLASS SPECIFICATION
ANIMAL CARE OUTREACH AND VOLUNTEER COORDINATOR
Effective Date: 06/11/2014

CLASS SUMMARY:

Under general direction, organizes, directs and coordinates a variety of community outreach activities, events, and programs that include networking with other animal shelters; manages the volunteer program for the animal shelter; networks with and recruits volunteers and foster families; develops marketing, fund raising, and public relations publicity and events; and oversees the implementation of these functions in accordance with applicable policies, laws, and regulations.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

- **Animal Care Manager** class which plans, organizes, coordinates and supervises the animal shelter activities in accordance with codes, laws and regulations, and with the primary objective of the humane care, treatment and control of animals; supervises the operations' employees; manages animal licensing, rabies control and impoundment of strays; serves as a member of the division's management team;
- the **Animal Care Supervisor and Veterinarian Technician** class which plans, coordinates, supervises, and participates in daily operations and activities of the animal shelter, to include supervising assigned staff and maintaining, cleaning and providing care for animals in the shelter and the spay/neuter clinic;
- and the **Animal Care Specialist** class which performs specialized work in providing care for animals in the shelter, to include feeding and caring for animals, maintaining clean and sanitary conditions, impounding animals, processing animal adoptions, treating and medicating animals, euthanizing and disposing of animals, maintaining records, and providing customer service.

SUPERVISION RECEIVED AND EXERCISED:

- Supervision is provided by the Animal Care Manager.
- The employee in this class provides support and direction to volunteers and foster families by, for example, training them in their assignments and by assigning, overseeing, and reviewing their work.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Manages the volunteer program for the animal shelter by:

- developing a training program and a recruiting strategy for volunteers and foster families;
- working with County staff to identify needs and opportunities for volunteers and designing programs to fill those needs.
- planning and coordinating appreciation and recognition events;
- compiling and analyzing statistics and other data;
- writing reports concerning the volunteer program and its activities;
- identifying sources of funding necessary to administer volunteer programs, such as local businesses, grants, etc.;
- setting goals and establishing work-related priorities;
- recommending and implementing policies and procedures for volunteer, community affairs and related public relations/information programs;
- ordering and maintaining supplies, tools and equipment for the program;
- maintaining information about the volunteer program on the website;
- handling public inquiries and any problem situations that may arise involving programs or volunteers;
- Provides support and/or direction to volunteers and foster families by:
 - recruiting and selecting volunteers and foster families;
 - coordinating and scheduling their work;
 - ensuring they are trained by preparing training materials and procedural guides, and by training them in subjects such as program procedures, department and division policies, applicable laws, techniques for dealing effectively with the public, and techniques for working with animals;
 - maintaining current volunteer schedules, volunteer services, attendance records and other files;
 - assigning and reviewing performance of work; and
 - facilitating communications and resolving conflicts.
- Represents the Division in community outreach efforts by:
 - developing and maintaining collaborative partnerships with community leaders, local, regional, and statewide organizations to include other animal shelters and rescue organizations, non-profit agencies, local businesses, and other County departments to develop, implement, and/or promote a variety of programs and projects consistent with the Department's goals and services;
 - representing the Division's needs and priorities within these "partnerships";
 - representing the Division a variety of community outreach activities and public awareness programs;
 - speaking to groups and individuals regarding division activities and services as well as educating them about the work of the shelter;
 - using the website, social media, and other communication outlets to develop promotional campaigns and preparing articles for the news media regarding volunteer and foster family program activities and the need for volunteers and donations; and
 - participating as an active and contributing member of designated community organizations, committees/project teams, and special interest work groups as a representative of the Division.
- Performs other outreach activities such as:

- organizing and coordinating adoption events and public relations events;
- conducting educational tours for school children, community groups, etc.;
- operating the Pet Food Pantry by soliciting donations to meet various customer needs.
- coordinating pet adoption events.
- Assists management in the administration of the animal shelter by:
 - participating in the administration of the unit's budget by submitting budget recommendations, monitoring expenditures and approving routine purchases;
 - responding to customer complaints and recommending changes to improve customer service;
 - working with and assisting with the coordination of transporting rescue animals; and
 - assisting in the evaluation of division programs and operations, particularly those involving the volunteer, rescue, and foster family programs and outreach efforts.
- Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

- **Education:** High School Diploma, GED, or equivalent;
- AND**
- **Experience:** One year of experience involving the coordination of a volunteer program and/or outreach/publicity activities.

Note: The possession of an Associate's degree or higher in public administration, business administration, economics, accounting, biological sciences, animal sciences, or communications is desired and may be a factor considered during the rating and/or selection process.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

Applicants are required to possess a valid California Driver's License, Class C.
All licenses, certificates and registrations must be kept current while employed in this class.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Standard and accepted principles and practices of leadership, motivation, team building, organization, and conflict resolution.
- Training concepts, to include techniques used in developing and conducting training programs, and methods of learning.
- The principles and practices of animal sheltering, evaluation and placement.
- Methods and tools used in animal care and socializing/training shelter animals.
- Animals species, types and breeds.
- Volunteer programs and services to include volunteer recruitment techniques.
- Laws, regulations and policies applicable to animal sheltering.

- Practices and techniques of administrative and statistical analysis, statistical report preparation, and graphic presentation of analysis.
- Oral communication techniques to include presentations to groups of various sizes in a positive, inclusive, and motivational manner.
- Customer service techniques for dealing with customers, often in a difficult or confrontational situation.
- English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications.
- Formats and appropriate terminology for written communications such as business correspondence, policies, procedures and narrative reports.
- Standard office procedures, practices, equipment, personal computers, and software.
- The proper use of tools and equipment to protect oneself and others from vicious animals.

Ability to and/or Skill to:

- Recruit and train volunteers, plan, organize and coordinate their work, and monitor the performance of their work.
- Develop, implement, evaluate and recommend improvements to volunteer programs to include including foster families.
- Develop, conduct and/or coordinate adoption, education, public relations, and outreach efforts and organize community events.
- Understand, interpret and apply applicable laws, regulations and policies and use good judgment in their application.
- Manage a variety of simultaneous work projects and carry them through to successful completion.
- Determine the appropriate course of action in stressful and/or emergency situations.
- Communicate information and ideas clearly and concisely, both orally and in writing, to include speaking before the public and preparing press releases, etc..
- Work with and speak to various cultural and ethnic individuals and groups in a tactful and effective manner.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Represent the office in meetings with representatives from various County and non-County organizations, with local businesses, with customers, and/or with the general public.
- Establish good relationships with the public and with customers and provide customer service that meets and exceeds unit goals and expectations.
- Prepare a variety of written communications to include reports, policies and procedures.
- Maintain accurate records and document actions taken.
- Gather and analyze statistical data and prepare comprehensive statistical reports.
- Perform a variety of technical and specialized tasks and functions in an independent, competent and timely manner.
- Maintain confidentiality of records and information per pertinent laws/regulations.

- Use modern office equipment to include computers and related software applications such as Power Point and Excel.

PHYSICAL REQUIREMENTS :

- **Mobility and Dexterity:** The position in this class typically requires stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling –** When handling animals and setting up for events and activities, the employee in this class will be exerting up to 75 pounds of force occasionally and/or up to 50 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Vision:** The position in this class requires the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. The position in this class also requires the employee to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** The position in this class requires the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. The position in this class requires the employee to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:

- **Office Work:** The employee in this class will most often be working in an office setting.
- **Work in an Animal Shelter:** The employee in this class will also be working in an animal shelter and thus will be subject to exposure to dirt, dust, pollen, odors, loud and/or constant noises, fumes, chemicals, toxic agents, animal blood and other bodily fluids, bites and scratches from animals, and pathogenic substances. The employee in this class may also be exposed to animals with injuries and to animals who must be euthanized and disposed of.
- **Traffic Hazards:** The employee in this class will be required to operate a vehicle and thus will be subject to traffic hazards while driving.
- **Disruptive/Confrontational Human Contacts:** The employee in this class may be subject to disruptive and confrontational people.

OTHER REQUIREMENTS:

- **Background Checks:** The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.
- **Independent Travel:** The employee is required to travel independently, for example, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- **Rabies Vaccination:** The employee in this class must receive pre-exposure rabies vaccination within three months of appointment.

- Hours of Work: The employee may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.



Marc A. Fox
Director of Human Resources

CLASS HISTORY AND CLASS INFORMATION:

- Date Approved by the Civil Service Commission: 6/11/2014
- Date Adopted by the Board of Supervisors:
- Date(s) Revised:
- Date(s) Retitled and Previous Titles of the Class:
- Class Code: 363010