

Job Title: HEALING PLACE COORDINATOR
REPORTS TO: HEALING PLACE OPERATIONS MANAGER
FLSA Classification: NON-EXEMPT
Date Drafted: MARCH 2020

POSITION SUMMARY

The Healing Place Coordinator is responsible for sending out and receiving foster animals at the direction of the vet/ HP Operations Manager. The HP Coordinator is responsible for tracking and growing the Foster Program in coordinating with all existing and potential foster volunteers in PetPoint and Volgistics. The HP Coordinator completes the processes and procedures that ensure all foster animals are set up to receive proper daily care including medicating, feeding and enrichment with 100% consistency.

POSITION RESPONSIBILITIES - ESSENTIAL

This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

- Ensures compliance with all company policies and procedures.
- Delivers excellent and prompt customer service within HP and across the GHS campus.
- Responsible for scheduling animals for private veterinary appointments and Idexx laboratory services.
- Updating and creating new medical treatment sheets as needed.
- Responsible for sending out and receiving eligible animals to foster parents.
- Perform revaccinations for returned foster animals.
- Bathe animals that have been deemed healthy by the vet when they are returned from foster.
- Calculate and gather medications accurately at the direction of the vet.
- Placing medical memos/alerts for animals with special needs, medical records and/or on medications.
- Responsible for restaging sick animals moved to and from foster homes and the AC/MC/HP.
- Responsible for data entry and reporting statistics to the senior management team.
- Maintaining up-to-date records on all foster pets and foster parents.
- Checking and responding to voicemails and emails in a timely manner.
- Keeping volunteer room and cubby areas clean and stocked with needed leashes, toys, puppy food, cat food, litter, etc.
- Communicating/emailing to foster parents with questions or concerns.
- Entering new foster applications into Petpoint and Volgistics.

ESSENTIAL SKILLS AND EXPERIENCE

- Educational background— High School Diploma or Equivalent.
- Professional demeanor and good communication skills with the ability to work well with others in a fast-paced environment.
- Excellent customer service skills
- Demonstrates strong organizational skills (record keeping, time management, follow up, etc.).
- Strong verbal and written communication skills; interpersonal skills.
- Relationship management-- ability to be persuasive and provide leadership to subordinates.
- Ability to create and foster a collaborative team environment.
- Excellent attention to detail and sense of urgency, ability to prioritize with an emphasis on quality and accuracy of work.
- Strong analytical, strategic problem solving and reasoning ability.

- Ability to take direction, follow instructions accurately and accept constructive criticism.

BENEFICIAL SKILLS AND EXPERIENCE

- Animal medical knowledge.
- Experience with PetPoint, Volgistics and Microsoft Office Suite.

REPORTING RELATIONSHIPS

This position reports to the Healing Place Operations Manager.

KEY MEASURES

- Overall health of animals.
- Facility cleanliness.
- Teamwork.
- Time Management.
- Decision Making.
- Efficiency/Organization.

ORGANIZATIONAL COMPETENCIES

Transparency and Integrity	Behaves consistently across situations and ensures that words and actions are aligned. Admits mistakes and accepts responsibility.
Decision-Making	Seeks to discover the root causes of problems, rather than addressing symptoms. Avoids over or under analyzing problems/issues. Makes decisions by weighing multiple factors, some of which may not fully defined. Considers the risks and consequences of action and/or decisions.
Teamwork and Collaboration	Builds and maintains routine business relationships with peers and others inside and outside of the organization. Adds value to the team environment and interacts with a positive attitude.
Innovation	Respectfully challenges the status quo by analyzing the strengths and weaknesses of current approaches. Modifies and adapts current methods and approaches to better meet needs.

MENTAL & PHYSICAL DEMANDS- ADA GUIDELINES

Physical Demands				
Stand	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling / Fingering	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A

