



Animal Services Program Coordinator

Category: Exempt
Pay Grade: E14
Job Code: 20048

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs responsible professional administrative and supervisory work coordinating animal services programs within the areas of customer service, adoption, and volunteer programs pursuant to various County ordinances, federal, and state laws; acts independently, creatively, and with authority to develop strategies for improving services provided by the department and for developing and maintaining critical relationships with outside partners, ensuring customer satisfaction, and improving the welfare of animals through successful adoptions; supervises staff supporting the areas of assignment; maintains a focus on a single area of adoptions, volunteer services, or customer services; provides coverage in other areas as required.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Develops new relationships with community partners;
- Recruits, supervises, trains, and mentors staff working in the areas of customer service, adoptions, or volunteers across the department;
- Develops strategies for improving outcomes for animals under the care of the shelter through focus on best practices, practical solutions, and creative problem solving to increase adoptions, volunteer services for animals, and improve all services provided to residents;
- Develops and maintains positive relationships with community partners by communicating, collaborating, and working towards mutual goals;
- Promotes adoptions and department services directly to the public through outreach, special events, sales, advertisements, and multimedia communications;
- Facilitates excellent customer services, striving to improve the satisfaction of all customers, partners, staff, and volunteers in their interactions with the department;
- Participates on community boards or task forces that aim to improve animal welfare;
- Ensures that special events are communicated in the shelter and in the community and that appropriate staffing is available to facilitate adoptions or other goals for events;
- Develops and implements promotional tools and procedures to enhance the department program;
- Designs, creates, and implements the various adoption programs that will promote adoptions and transfers in a way that is consistent with the shelter philosophy;
- Coordinates the activities of volunteer personnel as needed;
- Facilitates the production of digital media promoting adoption animals, including but not limited to videos, photos, biographies, and publishes to multiple websites such as pet adoption sites, Facebook, and Twitter;
- Assists in the preparation of press releases for various media through the Communications Department as related to Animal Services;

- Assists in securing newspaper and television media time and space highlighting pet adoptions and other program areas;
- Participates in radio and TV interviews focusing on department program areas;
- Plans, organizes, and coordinates special events that will promote department services;
- Develops informational and educational materials to be offered to public and interested parties;
- Oversees services to the public, including authorizing or coordinating assistance to resolve problems;
- Provides the application of appropriate animal husbandry as required;
- Implements, monitors, and maintains financial account and management information system;
- Researches and recommends expenditures of departmental funds and administers contracts for payments to vendors; Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Five (5) years of animal services and/or veterinary business services experience, or animal services related management experience that includes animal control programs, lead worker, supervision, or supervisory training; or an Associate's degree in communications, business, public administration, or related field and three (3) years of experience as described above; or a Bachelor's degree and one (1) year of experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Physical strength and agility to lift animals, equipment, and supplies.
- Exposure to personal risk during assignments causing periodic contact with hostile or diseased animals.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of best practices for achieving high positive outcomes for shelter animals;
- Knowledge of pet breeds, typical dog, and cat behavior;
- Knowledge of volunteer management;
- Knowledge of computer technology with regards to data collection and recordkeeping;
- Knowledge of Pinellas County Animal Services policies and procedures;
- Skill in mass media techniques such as newspaper writing, TV, and video educational presentations;
- Skill in making presentations to citizen groups, employees, volunteers, etc.;
- Skill in computer software necessary to maintain and update departmental website and social media outlets.
- Ability to work independently with minimal supervision;
- Ability to lead, motivate, and train personnel and volunteers;
- Ability to apply computer applications and software;
- Ability to communicate with high effectiveness, both orally and in writing;
- Ability to provide information correctly and concisely, both orally and in writing;
- Ability to deal effectively with media groups in a positive and productive manner;
- Ability to deal with the public in an effective and courteous manner, resolves issues, and develops positive communications;
- Ability to work with all levels of employees in the County and to communicate effectively with volunteers;
- Ability to develop important community relationships and develop strategies and programs to achieve mission-critical results;
- Ability to use or repair small and medium equipment and machinery.

PHYSICAL/MENTAL DEMANDS

The work is medium work which requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Additionally, the following physical abilities are required:

- Balancing: Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- Crawling: Moving about on hands and knees or hands and feet.
- Crouching: Bending the body downward and forward by bending leg and spine.
- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Kneeling: Bending legs at knee to come to a rest on knee or knees.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Pulling: Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.