



MAUI HUMANE SOCIETY
Job Description

The Maui Humane Society is committed to protect and save the lives of Maui's animals, accepting all in need, educating the community, and inspiring respect and compassion towards all animals.

Job/Position Title: Pet Retention Coordinator **Status:** Nonexempt **Date:** April 2021

Primary Purpose: To be the expert resource to assist owners in exhausting retention alternatives before relinquishment. Works with MHS program managers and coordinators, as well as external support systems to find appropriate pathways for animals seeking to be surrendered by their owners. This includes conversations with, and the education of, owners regarding care, resources and behavior issues; and assisting with intake should deferment of surrender be unavoidable. Responsible to and under the direction of the Director of Client Relations (DCR).

Essential Duties/Functions: (See Policies and Procedures Manual for specific details)

Related Duties:

1. Be an educator and advocate for surrender diversion and a resource for community members regarding keeping pets in homes
2. Assumes primary responsibility for receiving referrals of owners looking to surrender their pets without using judgement
3. Respond to email correspondence in a professional and timely manner
4. Be a direct contact for owners during the diversion process
5. Gather and compile active recommended resources to assist owners with keeping pet in their home
6. Provide information to the public regarding Maui Humane Society (MHS) programs and services or other animal related matters
7. Coordinate and manage intake appointments, including the process to ensure consistency and maintaining proper animal population
8. Handle the surrender of animals through the shelter ensuring that all proper documentation has been completed
9. Support Humane Enforcement in gathering necessary information needed for animals that are being surrendered in field
10. Gather medical records and thorough behavior background
11. Develop and implement initial pathway for animal
12. Communicate with appropriate departments to ensure animals are properly treated
13. Maintain the integrity of data in animal software system, ensuring animal intakes, medical information and dispositions are recorded accurately
14. Oversee Volunteer Lost & Found detectives and coordinate with the owners to provide resources as needed to keep their pets safe at home

General:

1. Interact with co-workers and volunteers in an efficient and courteous manner to ensure a cooperative team environment amongst all departments.
2. Responsible for keeping relevant work areas clean and organized.

3. Maintain and promote a positive public image standard relevant to MHS.
4. Help promote fundraising activities and solicit support of agency overall.
5. Attend and participate in departmental and shelter meetings.
6. Attend educational venues as recommended/approved.
7. Report and correct any safety hazards or unsafe use of MHS equipment.
8. Other duties as assigned.

Working Conditions: Air-conditioned office environment, and outdoors with animals.

Equipment Used: Computers, digital camera, cash register, phone, smart phone, fax machine, copier, pet related items (leashes, collars, harnesses, carriers etc), truck, animal restraint equipment.

Working Hours: Position requires regular and predictable attendance. Workweek requires a flexible schedule to accommodate weekly schedule adjustments. Includes weekend work and attendance at offsite events including the occasional evenings.

Mental Demands: Requires the ability to multi-task and have a high degree of alertness and attention to detail. Must demonstrate excellent communication skills with the public and fellow coworkers. Ability to read and write and be verbally articulate. Must be comfortable around all types of animals. General knowledge of animal behavior. Excellent customer service skills including the ability to handle stressful or emotional situations and difficult interactions in a calm, professional, non-judgemental and compassionate manner with the public as well as coworkers and volunteers.

Physical Demands: Requires the ability to be physically active during the entire shift. Must be able to lift and carry up to 50lbs. Ability to safely manage and control animals of all kinds.

Qualification Requirements:

Minimum Qualifications:

- o High School Graduate or equivalent.
- o Prior experience in customer service or hospitality field. Demonstrable public relations and customer service skills.
- o Must be able to multitask, be a quick learner and transition between various tasks as needed.

General Requirements:

- o Must have a passion for animals and support the mission of the Maui Humane Society.
- o Must treat animals humanely, with love and concern both on and off the job, and transmit these values to others.
- o General knowledge of pet behavior and care. Ability to work with and handle all kinds of animals in a safe and responsible manner.
- o Fear Free Certification (can be completed post hire)
- o Confident computer skills including experience with Google Drive, Microsoft Word, Excel, Outlook, social media, and internet navigation.
- o Goal oriented, self-starter with ability to work both independently and in a team environment.
- o Excellent verbal communication skills and ability to follow detailed written and verbal instructions.
- o Valid driver's license.
- o Positive attitude a must!

Additional Qualifications that would benefit this position:

- o Prior background in animal welfare.
- o Animal behavior experience.
- o Prior work experience in customer service
- o Prior experience in counseling or social work
- o Prior experience, or familiarity, with animal health issues