



**Maui Humane Society
Job Description**

Job/Position Title: 4EverPets Coordinator **Status:** Nonexempt **Date:** March 2022

Do you have a passion for connecting with our community to better the lives of all animals? Maui Humane Society is looking for a 4EverPets Coordinator who will be responsible for supporting our 4EverPets program to help our community care for their companion animals. This person is a vital part of our “boots on the ground” resource team within the community to assist in outreach and community services in support of the human-animal bond. This includes supporting the 4EP supply pantry, assisting at outreach events throughout the island, supporting pet retention services, and supporting other community services duties as needed.

Primary Purpose: Responsible for supporting the 4EverPets & Pet Retention Lead (4EP Lead) in the cultivation and support of community assistance programs and humane education programs throughout the county to further the human-animal bond. This position reports to the 4EP Lead, Community Services Manager and Director of Community Outreach; and under the direct supervision of the 4EP Lead.

Essential Duties/Functions:

1. Assists the 4EP Lead in programs to assist the community in keeping their companion animal including pet food and supplies distribution, humane animal care education.
2. Coordinates pet retention program, including responding to phone calls and emails, data collection and entry, and assistance with pet retention programming.
3. Assists in the administration of programs to educate the community about humane animal care, animal welfare issues and the importance of the human-animal bond under the supervision of the 4EP lead.
4. Assists in the maintenance and use of resource library on 4EP program-related topics.
5. Acts as a resource and advocate for surrender diversion, and community members regarding keeping companion animals in homes.
6. Assumes secondary responsibility for assisting clients seeking to surrender their companion animal, including during situations involving euthanasia decisions.
7. Responds to email correspondence and phone calls in a professional, helpful, and timely manner.
8. Act as a direct contact for owners during the surrender diversion process, including providing accurate and recommended resources to assist owners with keeping companion animals in their home.
9. Provide information to the public regarding Maui Humane Society (MHS) programs and services or other animal related matters.
10. Gathering animal and owner history, medical records and documents including behavior background for surrender intake.
11. Accurately inputting data into the PetPoint data management system and various spreadsheets..
12. Communicate and coordinate with appropriate departments to inform them of animal history to ensure animals are properly cared for.
13. Maintain the integrity of data in the PetPoint software system and coordinate with the owners to provide resources as needed to keep their companion animals safely at home.



14. Under the direction of the 4EP Lead, responsible for 4EverPets purchasing, stocking of the 4Everpets Pantry and 4EverPets distribution.
15. Attends and participates in Community Outreach events as assigned by 4EP Lead.
16. Shares a positive and caring image of the Maui Humane Society to the public, including in all interactions with clients.
17. Participates in disaster preparedness and response activities for the shelter and community as it pertains to pet-related needs.
18. Interacts with co-workers and volunteers in an efficient and courteous manner to ensure a cooperative team environment amongst all departments.
19. Attends and participates in departmental and shelter meetings. Attends educational venues and webinars as recommended/approved.
20. Other duties as assigned.

Working Conditions: Shared air conditioned office space with computer and internet access. Outdoor work in all weather conditions, and shelter wide work, also required. Travel to and from events will be required. Working with both cats and dogs of various temperaments.

Equipment Use: Telephone, computer, fax machine, copier, and other related office equipment. Requires use of personal and company vehicles. Animal care, handling and restraint equipment.

Work Hours: This is a 40 hour per week position. Working hours will vary from week to week, and must be flexible to attend evening & weekend events on a regular basis.

Mental Demands: Position requires attention to detail, as well as ability to work as part of a team. Must have the ability to multitask, prioritize, organize tasks, etc. Must be able to handle basic supervision of volunteers. Position requires a high level of both empathy and organization. Must have adequate judgment and self-confidence to handle questions and issues from the public. Must be punctual and able to remain professional under stress.

Must be comfortable and caring in dealing with sometimes stressful work environments, including challenging and emotional interactions with clients.

Physical Demands: This position involves desk and computer work, but also requires extensive physical lifting of pet food bags, and sometimes being on your feet for extended periods of time at outdoor events and presentations. Position will include (car) travel back and forth to venues and lifting. Must be capable of lifting 50 lbs and physically capable of setting up tents/tables/booths at events. Must be able to work at a fast and efficient pace. Ability to safely handle and control animals of all kinds.

Minimum Qualification Requirements:

- High school graduate, college graduate preferred.
- Experience working in customer service, healthcare, or social service related fields.
- Cultural humility and experience working with the diverse population of Hawaii.
- Excellent computer skills, must be proficient with Google Suite including email, Google Drive
- Demonstrated interpersonal relationship skills to include building alliances and empathy.



- Excellent public relation skills, strong written and oral communication skills.
- Possession of a valid Hawaii Driver's license with a clean driving and criminal abstract.

General Qualifications:

- Must have a passion for animals and support the mission of the Maui Humane Society.
- Must treat animals humanely, with love and concern both on and off the job, and transmit these values to others and must adhere to all local laws regarding personally owned animals
- General knowledge of companion animal behavior and care. Ability to work with all kinds of animals in a safe and responsible manner.
- Knowledge & appreciation of Hawaiian culture
- Positive, empathetic, patient attitude

Additional Qualifications that would benefit this position:

- Education focusing on social work or related field
- Prior experience/training in animal behavior and/or humane training techniques.
- Non-profit, community organizing, or healthcare experience.
- Volunteer experience.
- Experience with PetPoint software.
- Experience with grief/bereavement, and/or trauma (desired).
- Experience working successfully with multi-disciplinary teams (desired).
- Experience with attachment to pets and pet euthanasia.