



MAUI HUMANE SOCIETY
Job Description

The Maui Humane Society is committed to building lifelong bonds between people and animals through education, community outreach and the prevention of cruelty.

Job/Position Title: Direct Release Technician **Status:** Nonexempt **Date:** June 2022

Primary Purpose: Coordinates and assists clients with the quarantine process and direct release of their animals coming to Maui. Answerable to the Direct Release Coordinator.

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

1. Accepts assignments to be the initial point of contact for new and returning clients when planning their trip to Maui with their pets. Ability to answer all questions from clients regarding the Direct Release process. Job includes extensive phone and email contact with clients.
2. Establish and maintain accurate direct release correspondence files and related records.
3. Extensive contact with Hawaii Department of Agriculture as well as airport/airlines personnel.
4. Process and manage all documents related to incoming arrivals of animals.
5. Coordinates scheduling with the Coordinator to ensure all incoming flights have MHS personnel present to manage inspections and assist in the management of an adequate number of staff trained in these duties
6. Work with Direct Release Coordinator to process all payments in a timely fashion
7. Track and maintain all statistics related to direct release program
8. Assists with and provides details for monthly, quarterly and annual reports and other specialized reports, as requested by the Direct Release Coordinator.

General:

1. Interact with coworkers and volunteers in an efficient and courteous manner to ensure a cooperative team environment amongst all departments.
2. Strong organization skills, with attention to detail and accuracy and timely follow up skills, strong time management skills and the ability to consistently meet deadlines
3. Participate in disaster preparedness/response activities for the shelter & community as needed.
4. Responsible for keeping relevant work areas clean and organized.
5. Maintain and promote a positive public image standard relevant to MHS.
6. Help promote and solicit public support of agency overall.
7. Attend and participate in departmental and shelter meetings. Attend educational venues as recommended/approved.
8. Work in a manner that reflects a safe environment for animals, the public and staff. Report and correct any safety hazards or unsafe use of MHS equipment.
9. Proficient in Microsoft Office as well as Microsoft products.
10. Other duties as assigned.

Working Conditions: Primary work location is offsite (away from MHS) and can be inside/outside depending on the circumstances. Direct contact with animals of varying degrees of handleability. Use of personal vehicle is required for field work.

Equipment Used: General office equipment and company cell phone. Pet-related items (may include leashes, collars, harnesses, carriers and/or animal restraint equipment).

Working Hours: This is a part-time position. While the “typical” work week will be 20 hours, the position requires flexibility to cover weekends, evenings and other emergencies that may arise.

Mental Demands: Must have ability to multitask, meet deadlines and handle stress. Must be able to work independently while functioning in a team environment with a positive, helpful and professional demeanor. Position requires excellent organizational skills, a high level of accuracy and attention to details. Able to prioritize job duties in a busy and constantly changing work environment. Able to remain calm and level-headed in stressful situations. Able to use sound judgment when dealing with confidential information.

Physical Demands: This job is a mix of desk/computer/phone work as well as field work, and could require standing for long periods of time. Position also includes car travel to and from the airport as well as MHS. Some lifting is required and generally should be able to lift and carry up to 50lbs. Animal handling is required and DRC should be comfortable around all types of domestic animals. Must be able to work at a fast and efficient pace.

Minimum Qualifications:

- High School Graduate or equivalent.
- Excellent public relations skills. Ability to form and maintain professional relationships.
- Excellent verbal, written and observational skills.
- Professional in appearance and behavior.
- Must be a goal oriented self-starter with a willingness to go beyond prescribed work and time schedules to meet deadlines.
- Possession of a valid driver’s license with a clean driving and criminal abstract.

General Requirements:

- 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.
- Positive attitude a must!

Additional Qualifications that would benefit this position:

- Previous experience working with Hawaii direct release program at another agency
- Experience working at an animal shelter is a plus
- Knowledge of basic animal handling as well as animal health care, training and behavior rehabilitation methods (especially positive dog training methods) desirable.