



Job Description

TITLE: KEPPT Coordinator

Apply for this opening by clicking here: [Job Application Link](#)

FLSA: Exempt (salary)

REVISED: April 11, 2016

REPORTS TO: Community Engagement Manager

SUPERVISES: KEPPT Specialists and assigned support staff

Position Summary:

“KEPPT” stands for Keeping Every Person and Pet Together. The Coordinator implements and coordinates continuing program efforts to decrease the number of animals surrendered to The Animal Foundation (TAF) by assisting the public and providing specific options enabling them to keep their pet(s). Oversees assigned individuals, or groups of volunteers and/or interns.

Essential Duties and Responsibilities:

- Answers the KEPPT telephone line promptly to answer questions and/or schedule appointments for people wishing to relinquish ownership of their pets.
- Counsels guests and provides effective potential remedies to their concerns about their pet(s).
- Communicates principles that convey and imparts an understanding of the reason that pet(s) should stay with their owner instead of being surrendered to the shelter.
- Consistently researches, verifies and provides solutions for guest’s specific pet issues; constructs handouts and informational materials with current and accurate information for distribution to the public.
- Keeps precise, timely records pertaining to the KEPPT program.
- Provides guest counseling follow-up through phone, written and/or email contact.
- Works cooperatively with other organizations, trainers, businesses etc.
- Leads and assists with public relations and community education in order to improve community relations and decrease pet surrender.
- Treats all animals humanely, with compassion and concern.
- Assist guests by educating them about potential solutions, and providing computer support to those not able to do their own research (e.g.: print out pet-friendly apartment information).
- Maintains a professional appearance at all times.
- Provides information and assistance to internal and external customers as required.
- Works with and monitors performance of assigned volunteers and/or consultants.
- Contributes to the efficiency and effectiveness of the unit’s service to its customers by offering suggestions and directing or participating as an active member of a work team.
- Other duties as assigned, or as necessary to meet program and organizational goals.

Education and Experience Requirements:

- Bachelor’s degree in social services or a related field.
- Two years of professional experience working with clients or customers covering a wide spectrum of socio-economic diversity.



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- Two years of experience in an animal welfare or animal shelter setting, with at least one year of leadership experience. Equivalent combination of formal education and appropriate related experience may be considered.

License & Certification Requirements:

Some positions may require incumbent to be at least 21 years of age, and possess and maintain a valid Class C Nevada Driver License. For these positions, incumbents under age 25 must possess and maintain a clean driving record, and be licensed for at least three years prior. Those over age 25 must possess and maintain a safe driving record that will allow for acceptable insurance risk to the Foundation.

Required Knowledge and Skills:

Knowledge of:

- Principles and practices of program management.
- Principles and practices of supervision and management of staff.
- Basic interviewing techniques.
- Animal breeds and characteristics.
- Animal health, nutrition, and humane care.
- Standard office practices and procedures, including record keeping systems and the operation of office equipment, computers, and associated software.
- Techniques for dealing effectively with co-workers and the public, in person and over the telephone.
- Understanding, speaking, and writing correct business English, including spelling, grammar and punctuation. Also speaks and understands conversational Spanish.

Skill in:

- Ensuring the practice of animal health/welfare according to policies and procedures of The Animal Foundation.
- Working with community groups to achieve desired objectives.
- Dealing tactfully and effectively with staff, volunteers and the general public.
- Use of business software and associated computer hardware.
- Communicating effectively in oral and written forms.
- Working without close supervision in standard work situations.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Preparing clear and concise reports, correspondence, instructions and other written materials.
- Communicating, relating and interacting with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

Working Conditions and Physical Effort:

Physical ability and mobility to work in a typical office environment. Strength to lift and/or move materials weighing up to 10 pounds frequently, 25 pounds occasionally. Vision to read printed materials. Stamina to sit and work with computer for an extended period of time. Hearing and speech to communicate in



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person or over the telephone. Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Job incumbent is continuously exposed to animals, animal waste, potentially harming cleaning chemicals, high noise and potentially hazardous conditions, including the risk of animal bites and occasional work outdoors for extended periods of time while exposed to cold and extremely hot temperatures.

All employees work in a culture of continuous improvement and are expected to support our mission. Employees must be able to clearly articulate our goals, actively participate in outstanding customer service, and accept responsibility for maintaining our culture of philanthropy.

This job description is intended to describe the general nature and level of work expected of this position. This description is not intended to be construed as an exhaustive listing or description of all responsibilities, duties and skills required of incumbents in the job.

May be scheduled to work any day of the week, including Saturdays, Sundays, and holidays

Animal care or welfare experience preferred

Cell phone required

Bilingual Spanish-English Preferred

Required or expected to regularly drive for work (an average of once a week or more)