

**Special Programs Coordinator - SCRAPS**Class Code:
B91704

Bargaining Unit: Non Represented

SALARY RANGE

\$25.36 - \$35.50 Hourly
\$4,120.24 - \$5,768.68 Monthly
\$49,442.85 - \$69,224.16 Annually

GENERAL PURPOSE:

Responsible for coordinating the volunteer, foster, transport, community outreach, humane education and other special programs for Spokane County Regional Animal Protection Service (SCRAPS).

ESSENTIAL JOB FUNCTIONS:

(duties include, but are not limited to the following)

Works with the Special Programs Manager to establish goals and objectives for volunteer coordination, community outreach, foster, rescue, humane education, special events and adoption promotion at SCRAPS.

Acts as a lead worker, assigning duties to and monitoring the work of other special programs staff and volunteers; provides input to the Special Programs Manager regarding employee and volunteer evaluations, performance or disciplinary actions.

Coordinates the volunteer program, including volunteer recruitment and selection, training, scheduling and supervision to assist with the day-to-day activities of the shelter, as well as special events. Provides on-going training, assistance and support to volunteers, including coordinating training workshops. Develops and maintains positive volunteer relationships.

Coordinates the rescue, foster and transfer program, which provides placement for shelter animals with the assistance of the program representatives and volunteers.

Responds to volunteer inquiries and correspondence. Serves as liaison between administration, staff, and volunteers.

Assists the Special Programs Manager in educational outreach programs, representing SCRAPS in a positive way in the community. Develops and presents humane education programs to local schools and various other community groups.

Oversees the coordination of volunteer-run public education and/or adoption events; ensures adequate volunteer availability and staffing for these and other special events. Develops and maintains positive relationships with local schools, businesses and community organizations to cultivate and establish an active network of volunteers and community resources. Develops and maintains a volunteer/community outreach contact list. Schedules and coordinates volunteer recognition and appreciation events. Manages and participates in the goals, objectives, and policies affecting volunteers. Evaluates volunteer program efforts and impacts.

Compiles an online volunteer newsletter. Contributes volunteer-related articles to the SCRAPS newsletter. Maintains and updates volunteer related information on the SCRAPS website and social media sites.

Promotes pet adoptions through use of volunteers to socialize shelter animals to enhance their adoptability, counsel prospective adopters regarding pet selection, post photos of adoptable pets to internet animal adoption sites, and host adoption outreach events. Evaluates and revises said programs as needed.

Works a fluctuating schedule, including weekends and evenings, according to event schedules.

Performs other related duties as required.

EDUCATION AND EXPERIENCE REQUIREMENTS:

TRAINING AND EXPERIENCE: High school diploma or equivalent and two (2) years of work experience which includes the recruitment, coordination or management of volunteers. Experience must include working with the public in a customer service or public relations capacity, with strong communication and organizational skills. Prefer two years of related college coursework, supervisory experience and experience in an animal-related field.

LICENSE: Valid driver's license.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- principles and practices of volunteer programs and management.
- concepts and techniques of volunteer recruitment, outreach and promotion as applied to facilities and events.
- principles, techniques, tools, and media used in promoting good public relations.
- the practices and procedures involved in the sanitary and healthy housing and care of large numbers of animals.
- animal behavior and the characteristics of various breeds.

Ability to:

- effectively recruit, train, supervise and evaluate volunteers.
- effectively train, direct and monitor the work of others.
- develop and implement promotional programs, including the accompanying media

(brochures, newsletters and information).

- manage daily tasks with minimal supervision
- communicate effectively, both orally and in writing, including public speaking.
- be highly resourceful, allocating and maximizing the use of available resources.
- gather, analyze, evaluate, and synthesize a variety of data; articulate and advocate the SCRAPS mission and position on various issues.
- establish and maintain effective working relationships with volunteers, supervisors, staff, contractors, representatives of other agencies, special interest groups and the general public.
- consistently display a positive attitude while promoting, supporting and modeling a cooperative team environment.
- maintain required records and prepare a variety of correspondence, reports and other written materials.
- monitor animal behavior programs.
- maintain constituent confidentiality (donors/volunteers/directors/employees)
- remain calm and positive in highly stressful and emotional situations, using discretion and tact in communications.
- work evenings and weekends, as required for special promotions and events.

Skilled in:

- effectively utilizing volunteers and available resources to accomplish departmental goals and objectives.
- the use of a personal computer and application of Microsoft Office Suite.
- event planning, organization and promotion.
- conflict resolution.

CLASSIFICATION STANDARDS (NOT USED ON NEWER CLASS SPECS):

This single classification is responsible for planning, organizing and coordinating the volunteer program and related community outreach services (adoption promotion, foster, rescue, public education, special events, etc.) in support of the animals and pet owners of SCRAPS and the surrounding community. Trains and directs the work of the Special Programs Representative(s). Work is performed independently, under the general direction and supervision of the Special Programs Manager. Results are reviewed by achievement of management goals, and effectiveness in meeting objectives.

BEHAVIORAL STANDARDS:

Respectful, courteous, and friendly to customers, other County employees, and County leadership. A team player that helps the organization meet its objectives. Takes initiative to meet work objectives. Effectively communicates with customers and other County employees. Gets along with co-workers and managers. Positively represents the County, maintaining the trust County residents have placed in each of us. Demonstrates honest and ethical behaviors. Maintains satisfactory attendance.

ESTABLISHED / REVISED DATES:

1/29/09 (rev. 2/15/12, 6/13/13, 11/7/14, 1/27/17)