



Volunteer/Adoption Coordinator Job Description

Reports To: Executive Director

Collaborates With: Adoption Coordinators, Care Coordinators, Transport and Development Staff

Time Commitment: This is a full-time position requiring 40 hours per week. Schedule is tentatively Tuesday-Saturday, however, Saturdays are mandatory. Additional weekend days, evenings, and holidays may be required.

SUMMARY: The Volunteer/Adoption Coordinator position combines two-critical part time positions. The Volunteer Coordinator oversees all aspects of the volunteer program including communications, recruitment, training, retention, recognition and placement, as well as a range of administrative duties. The Volunteer Coordinator serves as the on-site point of contact for volunteers, supports communication between volunteers and various departments/programs, and ensures departments/programs are able to meet their volunteer needs. The primary responsibility of the Adoption Coordinator is the creation of adoption-boosting programs, facilitating the overall process of adoptions, and implementing best practices and match making skills to find forever homes.

Volunteer Coordinator Responsibilities:

- Actively recruit volunteers through the use of the website, print media, community calendars, public speaking, attendance at community meetings and events, etc.
- Respond to inquiries about the volunteer program
- Review volunteer applications
- Prepare for, schedule, and provide regular volunteer orientations (approximately 4 – 6 per month); age requirement review is critical
- Train, mentor, and serve as primary contact for volunteers
 - Schedule/conduct dog walking mentorships with new volunteers
 - Coordinate with Care Coordinators, Adoption Coordinators, Foster Coordinators, Transport Coordinator and management team to determine volunteer staffing needs; devise training and recruit volunteers to meet those needs
- Manage volunteer database using Volgistics software (trainings, hours, acknowledgements)
- Ensure all volunteers have signed necessary forms; are reporting their hours; and volunteer rosters are up to date
- Keep all volunteer materials and programs current and provide all volunteers with orientation materials
- Act as liaison between staff and volunteers; communicating concerns from both groups
- Secure and organize volunteers for events and programs (Bark in the Dark, Bark in the Park, off-site adoption events, transports, Adventure Camp, and fundraisers)
 - Attend events to lead volunteers
- Create monthly volunteer email communication including upcoming events and opportunities
- Create real-time Facebook posts informing volunteers of opportunities and requesting volunteers as needed
- Organize monthly Junior volunteer day; secure teacher/s and communicate with parents
- Track data on volunteer programs
- Attend bi-weekly meeting with Executive Director to review volunteer program status and needs
- Uphold the shelter's values and mission statement during interactions with the public and other staff

Adoption Coordinator Responsibilities:

- Review adoption applications and inquiries and respond within 48 hours
- Take quality photos/videos of each adoptable dog and write biographical information to be posted on Petfinder and Adopt-A-Pet
- Facilitate adoptions by arranging 1 on 1 meetings, counsel potential adopters, process adoption paperwork
- Perform periodic check-ins with adoptive families and resolve any potential issues to prevent returns
- Assure that volunteer Adoption Representatives receive the necessary training and support to perform their responsibilities, including the potential to approve adoptions.
- Participate in regular adoption events off-site and occasional on-site open houses.
- Work in tandem with Adoption Coordinator by:
 - Aiding in adoption packet preparation
 - Making reservations for New England transports and recruiting drivers
 - Performing data entry and assisting with maintaining spreadsheets and uploading microchip information
 - Assisting with social media posts for adoptable pets

Qualifications

- Proven program management, public speaking, training and event planning experience, preferred
- Experience using volunteer management and shelter management software, preferred
- Experience working in an animal welfare organization preferred; animal handling experience a plus
- Excellent interpersonal and team building skills
- Supervisory and emotional intelligence skills
- Superb verbal and written communication skills, including public speaking; ability to effectively communicate
- Highly organized, resourceful, proactive, and flexible; capacity to prioritize and multitask
- Ability to professionally advocate Acadiana Animal Aid's position on issues and act with tact and diplomacy at all times
- Proficient in Microsoft Office, data entry and reporting, and the ability to learn shelter software
- Clean and valid Driver's License with access to transportation to travel on organization business

Physical Requirements

- This position requires periods of extended walking while conducting tours, the ability to handle large/strong dogs, and ability to lift up to 50 lbs.

Working Conditions

- Willing to work on weekends/holidays/varying shift times
- Office space is in main shelter; may be required to house a shelter pet in need
- May be required to drive shelter truck or transport vehicle

Additional Information

Currently, we are unable to provide benefits for this position. Employees are allowed five paid sick days and two weeks vacation days. These absences will only be paid days away from work after the employee has been with AAA for 6 months. At that time, we will prorate your yearly paid off days for the remainder of the year. Once you have been in the position for 1 year you are allowed the full 5 paid sick days and two weeks' paid vacation.

AAA is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, nationality, sex, sexual orientation, age or disability.