



JOB DESCRIPTION

JOB TITLE: Placement Coordinator - Part Time

DEPARTMENT: Client Services

ACCOUNTABILITY: Client Services Manager

FUNCTION: Under direct responsibility of the Client Services Manager, the Placement Coordinator is responsible for the daily tasks and functions as they relate to the job responsibilities outlined below. The Placement Coordinators are responsible for timely processing of client applications and facilitating adoptions at the Rockingham Harrisonburg SPCA and the Petsmart Adoption Center in Harrisonburg, VA.

The position is a flex position with an expectation of the employee to work (50%) remotely and (50%) in person at the Rockingham Harrisonburg SPCA or Petsmart Adoption Center in Harrisonburg, VA.

DUTIES AND RESPONSIBILITIES

General:

1. Perform duties in a manner which encourages attainment of Rockingham Harrisonburg SPCA goals.
2. Work courteously and cooperatively with the staff, volunteers, fosters, adopters, partners and donors to ensure that all Rockingham Harrisonburg SPCA policies and procedures are followed and new ones are implemented successfully.
3. Ensure quality care and humane treatment for the animals owned by the Rockingham Harrisonburg SPCA.
4. Maintain confidentiality regarding client information and other sensitive shelter operations.
5. Participates in meetings with other staff members and shares ideas and suggestions designed to improve working conditions, welfare of pets and the organization.
6. Ability to follow policies and procedures.
7. Ensures a positive client experience. Responsibilities include, however not limited to, reviewing applications, corresponding with applicants and matchmaking, corresponding with foster parents, co-workers and members of the general public.



Communication:

1. Communicate professionally and with a high level of customer service with Rockingham Harrisonburg SPCA staff and managers regarding people service including customers, volunteers, fosters and Petsmart staff members.
2. Communicate well in person, via email and telephone with individuals within the organization and outside to ensure success of the programs.

Application Review:

The Rockingham Harrisonburg SPCA receives adoption and foster applications electronically.

The Placement coordinators are responsible for:

1. Review applications to identify the unique needs of the applicant's home for the purpose of meaningful placement.
2. Practice accurate and timely record keeping to ensure records are maintained.
3. Perform timely and diligent review of adoption and foster applications, including client followup, matchmaking services, and scheduling.

Facilitating Adoptions:

Placement Coordinators are responsible for finding suitable placement for animals in the care of the Rockingham Harrisonburg SPCA.

1. Review records in Shelterluv (software) to identify the unique needs of the animals in our care for the purpose of matchmaking.
2. Perform outcome related functions in shelter software ensuring accuracy and completeness of animal records. These functions include, but are not limited to: review of medical summary, processing of adoption, donation solicitation and accurate record keeping.
3. Perform above functions in strict compliance with organization and state guidelines.

Additional Considerations:

- Flexibility in scheduling is a must. This position will include evening, weekend



and holiday work.

- Perform related work as required.
- Job responsibilities and opportunities may change as organizational needs change and grow.

Training and Experience

- Minimum of two experience in client services role required. Preference will be given to experience in veterinary or shelter settings.
- Minimum of two years experience utilizing a client relationship management software.
- Demonstrates ability to review data and use pertinent information to make sound decisions.
- Accurate, appropriate, concise written and verbal communication skills. Strong listening skills.
- Ability to make sound judgments and work independently with demonstrated ability to juggle multiple competing tasks and demands.
- Must have proficiency with Microsoft Office, Google email, Google calendar, Google documents. Comfortable learning new software programs and using online information systems.
- Must have access to reliable internet.
- Ability to professionally advocate for the Rockingham Harrisonburg SPCA position on issues.
- Proven organizational skills and attention to detail.
- Valid driver's license with access to reliable transportation to drive for organization business.
- Bilingual (Spanish and English) strongly preferred.