



JOB DESCRIPTION: SDHRS Adoption Center Care Coordinator

Date Revised: January 30, 2017

Reports to:

Chapter Manager – Patricia Mulcahy

FSLA:

Non-Exempt

Position Summary:

The Adoption Center Care Coordinator is responsible for aiding in overseeing appropriate care of rabbits (including feeding/watering, socializing, exercising and enriching) and to ensure clean and humane living conditions for all rabbits housed within the Adoption Center with the assistance of volunteers and assist in Bunny Store duties.

Compensation:

The Adoption Center Care Coordinator shall receive hourly compensation with holiday, vacation and sick benefits

Benefits:

The position is NOT provided with health insurance

Job Hours:

Days of duty: Tuesday-Thursday (or upon agreement with the Chapter Managers).

Hours: 10:00am-6:00pm (or upon agreement with the Chapter managers).

24 hours per week (or upon agreement with the Chapter Managers).

General Duties & Responsibilities

Maintain rabbit housing areas and the Adoption Center as a whole, keeping the Adoption Center in a clean and sanitary condition.

Perform kitchen and laundry duties, disinfect portable cages/pens as needed.

Provide careful, ongoing observation of rabbits throughout the Adoption Center to see that the rabbits are safe, healthy, clean, and comfortable. Promptly notify Chapter Managers if any rabbit shows signs of stress, injury, or illness through health checks.

Provide prompt and proper intake of new rabbits entering the Adoption Center.

Work cooperatively with Managers and volunteers as a team to ensure that all rabbits receive proper care, strive to improve the quality of life for rabbits in our care.

Exhibit a humane and caring attitude at all times towards the rabbits in our care.

Use a humane and safe approach in all handling and restraint of rabbits, striving to maintain safety and security for the rabbits, staff, volunteers, and the public.

Adhere to the cleaning procedures as detailed in the Standard Operating Procedures and protocols for rabbit care, kennel maintenance, sanitation, parasite and disease control, and other animal care practices.

If needed, move rabbits to/or within habitats.

Under the supervision of the Chapter Managers, perform health checks and assist adoption counselors with handling rabbits during exams, medical treatments, or introductions to potential adopters.

Help with maintaining the Adoption Center software programs.

Answer the phone and distribute messages to the appropriate people to respond.

Report any maintenance issues to appropriate managers.

Maintain security by ensuring rabbit housing areas and individual pens are kept locked, ensure exterior doors are locked when Adoption Center is closed.

Under the supervision of the Chapter Managers and/or Adoption Center Manager, oversee stocking and arranging in the Bunny Store.

Aid in keeping track of items used in the Adoption Center such as hay, pellets, greens, etc. and arrange for ordering of these supplies under the supervision of the Chapter Managers.

Maintain and adhere to on-going Adoption Center protocols and SDHRS standard operating procedures.

Provide Daily updates when on duty via email to Chapter Managers on Daily Operations of the Adoption Center as needed (format and template will be provided).

Assist on projects as assigned by Chapter Managers.

Maintain a positive, respectful role, promote and exemplify Adoption Center values and represent SDHRS objectives and mission statement to customers and volunteers.

Follow up on complaints, questions, and concerns; respond to customer and volunteer needs in a friendly, timely and efficient manner or refer to Chapter Managers.

Develop and promote teamwork and cooperation among volunteers.

Knowledge, Skills and Abilities Required to Perform the Job

Ability to problem-solve, multi-task and have excellent organizational skills.
Familiarity with Microsoft computer programs. Good communication skills, both written and verbal.

Physical Job Requirements

Note: The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

Must be able to lift and carry up to and including 50 pounds. Stooping, kneeling, crouching, bending and/or reaching to access product or to clean; walking to various areas in the Adoption Center; comfortable in communicating information with the general public.

“Duties and responsibilities may be added, deleted or changed at any time at the discretion of Chapter Managers, formally or informally, in either verbal or written form.”