

RUTHERFORD COUNTY, TENNESSEE CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

VOLUNTEER & FOSTER COORDINATOR

FLSA STATUS:

NON-EXEMPT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to design, implement, and strategically sustain a program of volunteers that meets the needs of animals, the staff and community. Duties and responsibilities include recruitment, orientation training, engaging volunteers and encouraging increased organizational involvement, creating a system of scheduled volunteers tied to meeting organizational needs, supervising volunteers, and organizing an effective volunteer recognition and reward system. Reports to Director of Animal Control.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Recruits volunteers using websites, print media, community calendars, public speaking, and attendance at community meetings and events

Researches, devises, and implements effective volunteer recruitment and retention strategies

Accepts community service workers including college and high school students

Prepares and schedules individual orientations and corporate/youth volunteer groups

Trains, mentors, and serves as initial primary contact for all volunteers

Responsible for the selection of, reassignment of, and termination of volunteers to meet the needs of the organization

Demonstrates positive leadership skills and the ability to positively influence volunteers to effectively meet the needs the organization

Provides strategic direction for the day-to-day management and future growth of the volunteer program

Creates and delivers staff training to provide guidance and oversight of scheduled volunteers and implements tactics to foster unity

Works with shelter and clinic managers to create a plan for scheduled volunteers

Ensures the volunteer schedule is current and tasks being performed are relative to the needs of the organization

Communicates professionally and effectively with co-workers, management, volunteers and members of the public at all times, demonstrating positive customer service and an upbeat team-oriented attitude

Speaks publicly, in large and/or small groups, and effectively delivers key messages

Addresses volunteer issues as they arise, along with performance concerns, and works towards a mutually favorable outcome; communicates with Director throughout the process

Tracks data on volunteer programs and utilizes it to create a monthly volunteer report

Identifies shelter animals for foster care program and coordinates their ongoing care and disposition with foster care providers

Rutherford County, Tennessee • Volunteer & Foster Coordinator

Ensures compliance of program participants with all policies and laws and in support of the shelter's mission and goals

Manages on-call foster care emergencies after hours

Maintains accurate records in the shelter's database and other required paperwork

Responsible for safely and humanely handling and/or restraining animals, including those of unknown health and temperament; displaying affection for animals and concern for their welfare

Displays compassion and empathy for the foster care families

Demonstrates familiarity with animals, knowledge of animal behavior, and experience working with animal welfare programs

Follows established animal handling, cleaning, feeding and safety procedures; report concerns about animal behavior and health to a supervisor

Performs required animal handling, assessment and vaccination/testing for surrendered and stray animals, including but not limited to parvovirus tests, heartworm tests, and injectable and nasal vaccinations

Ensures timely responses to others via phone, email or in-person

Works effectively with people in a variety of high-stress situations; excellent communication, interpersonal, written and computer skills

Demonstrates the ability to prioritize tasks, multi-task, and manage time wisely; meets deadlines and coordinates projects

Communicates with supervisor, discussing any challenges, ideas or suggestions for department or organization as a whole

ADDITIONAL FUNCTIONS

Completes work at assigned workstation as determined by the Elected Official or Director

Must work all hours as scheduled

Requires mandatory overtime to meet the needs of the department and operations of the county with or without prior notice.

Requires working on various shifts during the day, week, month, and year; to include morning, afternoons, nights, weekends, and holidays.

Also provide customer service to the public via phone or in person

Performs basic cleaning/housekeeping tasks associated with maintaining work area

Provides assistance or backup coverage to other employees or departments as needed

Performs other related duties as required

MINIMUM QUALIFICATIONS

High school diploma or GED; one (1) year previous experience and/or training involving a non-profit or volunteer program and/or recruitment preferred; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Previous experience working in animal control or handling preferred. Must possess and maintain a valid Tennessee Driver's License.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to perform in a supervisory capacity over subordinate supervisors.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the regular and, at times, sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds); may occasionally involve heavier objects and materials (up to 100 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, traffic hazards, bright/dim light, toxic agents, violence, disease, pathogenic substances, animal/wildlife attacks, or animal bites.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Estimated Total Hours: 5 Maximum Continuous Time: 2

2. SITTING

Estimated Total Hours: 5 Maximum Continuous Time: 2

3. LIFTING/CARRYING

Objects: Animals

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs.	X				
11-25 lbs.	X				
26-50 lbs.	X				

51-75 lbs.		X			
76-100 lbs.			X		
>100 lbs.			X		

4. PUSHING/PULLING

Objects: animals, trash, food containers, cages, cat litter

Height of hands above floor during push: most frequently chest level

5. CLIMBING

Tasks: cleaning top cages

Device: ladders, step stools

Height: 4 foot ladder to reach 8 foot cage

Frequency: daily; monthly

6. BENDING/SQUATTING/KNEELING

Tasks: vaccinating, cleaning cages, laundry, calling animals, picking up animals, examining animals

Frequency: frequently, several times an hour

7. REACHING

Tasks: cleaning, retrieving animals, laundry, dishes, litter pan, vaccinations, inventory, identification

Hands Used: RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Both	Daily	30 seconds per pan	2.5 lbs.
21-36"	Straight and angled	45 times a day	15 minutes	8 lb. cat; 30 lb. dog

* Litter pan set up and cleaning the cages

8. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures	X	
Cold Temperatures	X	
Sudden Changes in Temperature	X	
Noise	X	
Fumes/ odors	X	
Cramped Quarters	X	
Cold Surfaces	X	
Hot Surfaces	X	
Sharp Edges	X	
Vibration	X	
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	75 % of time
Outside	25 % of time

9. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling	X	
Jumping	X	
Lying on Back	X	
Lying on Stomach	X	
Twisting	X	
Sweeping/Mopping	X	
General Cleaning	X	
Handling Trash	X	

10. LIST TOOLS, EQUIPMENT AND MATERIALS USED

Includes but is not limited to computer, phone, two-way cell phones, pagers, fax machine, copy machine, latex gloves, needles, knives, catch poles, nets, muzzles, carriers, ladders, carts, vehicles, stretchers, ramps, animal traps, snake tongs, scanners

11. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		5-6 hours per day
Grasp	X		Frequently (90% of time)
Fine Motor (i.e.: writing, twisting hands or wrist, etc.)	X		Frequently (90% of time)

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee Full Legal Name (printed)

Employee Signature

Date