

# Humane Animal Rescue

## Foster Technician/Coordinator

**Title:** Foster Technician/Coordinator

**Department:** Foster

**Reports To:** Foster Manager

**Schedule:** Variable work schedule including evenings and weekends

**FLSA Status:** Nonexempt/Full Time

**Date Revised:** 08/27/2018

### PRINCIPAL ACCOUNTABILITIES

- Uphold the mission of Humane Animal Rescue throughout all responsibilities of the position.
- Understand and support the Open Door Philosophy of Humane Animal Rescue.
- Develop a strong working relationship with Foster Volunteers.
- Develop a strong working relationship with other departments.
- Serve as main contact for all foster homes. Coordinate movement of shelter animals into and returning from foster care.
- Assure foster coverage 7 days a week.
- Responsible for accurate record keeping including data entry and statistical reporting for the Foster program.
- Maintain accurate records in Shelterbuddy, Volgistics and on paper.
- Screen people interested in fostering.
- Provide supplies to foster volunteers as needed, including medications.
- Enter behavior/health notes as needed and update adoption profiles for adoptable fosters.
- Monitor Foster Facebook Page posts and answer Facebook users inquiries
- Maintain and update the On-Call Bottle Baby Foster list as needed.
- Maintain cleanliness and ensure health of animals in Foster Holding
- Responsible for physical exams, evaluation and treatment of routine medical conditions, vaccinations, performing labs such as fecal exams, urinalysis; ear and skin cytology.
- Ensure all euthanasia is done humanely and according to established Society policies.
- Accurately relay foster's account of medical complaints of the animal(s) involved to the healthcare team members who will be involved in treating the patient(s)
- Greeting fosters, checking in patients, discharging patients, dispensing medications and prescriptions.
- Responsible for professional responses (internal and external) to all inquiries including but not limited to answering phone and email inquiries, scheduling appointments, handling prescription refill requests, answering basic questions about veterinary care and/or getting in touch with appropriate experts.
- Ensuring accuracy of electronic medical record system input and evaluation.
- Communicating with fosters regarding patient updates, appointment reminders and update inquiries.
- Other duties as assigned

## QUALIFICATIONS

- Must love animals of all kinds and have a strong desire to care for them.
- Must have reliable transportation.
- Must be comfortable handling, treating and assessing needs of neonatal animals
- Knowledge of domestic animals including breeds, behaviors, appropriate care and housing, common health problems and disease symptoms, in addition to handling techniques.
- Outstanding customer service skills - Ability to handle customers with tact and diplomacy in sensitive or stressful situations
- Must be comfortable with, and willing to, have tactful conversations about euthanasia with members of the public.
- Excellent written and verbal communication skills
- Excellent organizational and time management skills
- Ability to multi-task and work under pressure
- Analytical and problem solving skills
- Ability to ensure compliance with medical orders and dosage measurement
- Proficient in MS Office
- Shelter Software experience a plus
- Ability to work with a diverse workforce

### **Work Environment:**

While performing the duties of this job, the employee could be exposed to hazards associated with aggressive animals; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases. The employee will primarily be working in the shelter environment. The noise level in the work environment is usually moderate.

### **Physical Demands:**

While performing the duties of this job, the employee is required to bend, stand, stoop, walk, sit, talk, listen, hear; use hands to finger, manipulate, handle, or feel; reach with hands and arms. The employee must be able to lift and/or move up to a minimum of 50 pounds. Must be able to maintain a sitting or stationary position for 50% of the time. Must be physically capable of walking and handling animals of various sizes.

### **Travel:**

Travel between North and East shelter locations required.

### **Required Education and Experience:**

- Veterinary Technician Associate's Degree, or two-three years shelter medicine experience
- Valid Driver's license.

### **Disclaimer**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all responsibilities, duties and qualifications required of employees.