



Bucks County

Society for the Prevention of Cruelty to Animals

www.bcsPCA.org

JOB ANNOUNCEMENT

Job Title: **Outreach Coordinator**
Status: Full-time / Lahaska
Reports to: Volunteer Manager

SUMMARY

The Outreach Coordinator will be responsible for supporting all aspects of the BCSPCA Outreach Department. Outreach programs include volunteering, fostering, community events, offsite adoptions, and surrender prevention and pet assistance. The position is based at our Lahaska animal care facility and will primarily focus on efforts in the Central and Lower Bucks areas. Support may be needed for efforts in Upper Bucks occasionally. The Outreach Coordinator reports to the Volunteer Manager and will also work closely with the Director of Community Outreach and Foster and Offsite Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Performs all job duties in an efficient, positive, helpful manner with good internal customer service to staff and volunteers. Participates in and promotes BCSPCA safety programs. Willingly assists public in all aspects of BCSPCA programs. Shares information to enhance the public's knowledge of animal welfare, as well as their knowledge of the BCSPCA's mission and policies in a helpful, positive, and timely fashion.

- Adheres to BCSPCA Core Values as outlined in the BCSPCA Culture summary.
- Responds to requests for information about Outreach programs from members of the public via phone, e-mail and in-person conversations.
- Participates in orientation and training of Lahaska-based volunteers to increase their understanding of the organization, its clients, its services and the roles and responsibilities of volunteers.
- As needed, assists with creation of new training materials and ensures that existing materials are kept up to date.
- Directly supervises volunteers, providing ongoing communication, evaluation and support.
- Expected to address disputes that may arise between volunteers or between volunteers and staff, coordinating with Outreach team members and affected department heads.
- Regularly communicates with Outreach team members to collect and dispense information and insight needed to keep all BCSPCA volunteers current on information affecting them and to keep leadership current on volunteer related highlights and challenges.
- Participates in volunteer recognition and special projects or programs related to volunteers.
- Ensures that any incidents or injuries are reported to shelter management on duty immediately and to supervisor as soon as able. In the case of injuries, ensures appropriate paperwork is completed and kept on file.
- Supports pickup, veterinary visits and return for Lahaska-based foster animals under the direction of the Foster and Offsite Manager.
- Acquire, store, and coordinate release of equipment and supplies for loan/gift to Lahaska foster volunteers as needed.
- Support data entry related to volunteer management and communication.
- Participates in and leads events at BCSPCA and in the community including, but not limited to, tours of the facility, offsite adoption events, community tabling, and delivering humane education programs.
- As needed, supports all aspects of the offsite adoption program under the direction of the Foster and Offsite Adoption Manager, including preparing animals for offsite adoption, transporting animals and supplies to and from venues, adoption counseling and paperwork processing, as well as communication with venues.
- Serves as a back-up for surrender prevention and pet assistance inquiries, communicating with clients and service providers and tracking required data for reporting.
- Regularly communicates with supervisor and Outreach team members.
- Contributes to department reports monthly or as requested.
- Work schedule will be flexible to support programs' goals, and will include daytime, evenings, and weekends.
- Frequent travel within the BCSPCA service area and limited travel between BCSPCA sheltering facilities is required for this position.

Lahaska Shelter:
1665 Street Rd
New Hope, PA 18938
215-794-7425

Upper Bucks Shelter:
60 Reservoir Rd
Quakertown, PA 18951
267-347-4674

- Participates in continuing education opportunities.
- Conforms to departmental budget.
- Performs other duties as assigned.

EDUCATION

- High school diploma or equivalent required, college degree preferred

WORK EXPERIENCE and TECHNICAL SKILLS

- Minimum 1-year relevant work or volunteer experience in the animal health care or animal welfare fields
- Demonstrated commitment to excellent customer service
- Ability to develop and maintain a good rapport with public and peers
- Ability to take direction and work consistently with a positive attitude
- Ability to prioritize and simultaneously handle multiple projects
- Meticulous recordkeeping skills and attention to detail
- Strong organizational skills including self-motivation and reliability
- Ability to work in a positive manner in a team environment to assure all of BCSPCA's goals are met
- Mid-level computer skills including working knowledge of Microsoft Office programs, web-based software, and internet technology; use of standard office equipment including but not limited to fax machines, scanners, copy machines, and printers

LANGUAGE SKILLS

- Excellent verbal and written communication skills
- Ability to convey instructions and information in a clear, positive manner to co-workers and volunteers
- Friendly and outgoing communication style
- Good listening skills

REASONING ABILITY

- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to exercise independent judgment and discretion about matters related to the BCSPCA outreach program and its adherence to BCSPCA mission and goals
- Excellent observational skills

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid State of Pennsylvania driver's license and a great driving record
- Report of criminal history from the Pennsylvania State Police (PSP)
- Child Abuse History Certification from the Department of Human Services (Child Abuse)
- Fingerprint based federal criminal history submitted through the Pennsylvania State Police or its authorized agent (FBI)

OTHER SKILLS and ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is regularly required to stand; walk; and use hands to finger, handle, or feel. The employee must regularly lift and/or move up to 60 pounds. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT

The work environment described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate but can be quite high at times (kennel areas). The position cannot be performed remotely, and it is therefore not eligible for telecommuting.

Resumes should be emailed to HR@bcspca.org or mailed to Bucks County SPCA, 60 Reservoir Rd., Quakertown, PA 18951.