



JOB POSTING

POSTING DATE: Reposted 4.6.2022

POSITION: SPAY/NEUTER COORDINATOR

CLOSING DATE: OPEN UNTIL FILLED

STATUS: FULL-TIME / HOURLY/NON-EXEMPT

REQUIRED EXPERIENCE: 6M TO 1YR

BASE PAY: \$18.00 / hour

REQUIRED EDUCATION: HIGH SCHOOL DIPLOMA OR GED

JOB DESCRIPTION

Responsible for the oversight and facilitation of our strategic community wide spay/neuter program at both Fredericksburg and Brooks locations to ensure success and maximum use of available grant funds. Provide exceptional customer service to spay/neuter clients and partners, and operational and logistical support to various components of our program. Must love problem-solving and a desire to show outcomes through data.

Principal Duties and Responsibilities:

- Provide accurate information and friendly, exceptional service to the public, partners, volunteers and co-workers in a positive, courteous, truthful and tactful manner in keeping with our CORE VALUES
- Work closely with internal departments and external spay/neuter partners to manage the administration and ensure overall success of the spay/neuter program to include:
 - Maximum and efficient scheduling of spay/neuter surgeries using the online scheduling system, Acuity
 - Manage logistics of special spay/neuter events
 - Efficiently coordinate w/ Community Engagement for effective spay/neuter promos on social media and sahumane.org
 - Relay any changes in scheduling, including closures or number adjustments to management team (President/CEO, Chief Veterinarian, Controller and Directors)
 - Constant insight into the spay/neuter data to ensure compliance with all applicable program measurements
 - Monthly accurate and timely reporting of spay/neuter surgery totals, wellness reports that require an invoice pertaining to our rescue groups, grant statuses, and invoice details using PetPoint, Acuity, Lightspeed, and Excel
- Ensure accurate and efficient entry of spay/neuter program data by providing direction and corrections to applicable staff at both the Fredericksburg and Brooks locations
- Provide ongoing training on Acuity and voucher system in both Acuity and Petpoint, as needed
- Organize and act as a liaison, along with the veterinarians, between partner groups and the SAHS staff to set up appropriate discounts and surgical availability to include:
 - Coordination of group surgery days with veterinarians
 - Ensure all partners have signed a Group Pricing MOU prior to scheduling surgeries
 - Ensure all partners have set up a system of payment (via invoicing or immediate pay) prior to scheduling surgeries. (To be coordinated with the Controller.)
 - Maintain up-to-date files and data on all groups/partners serviced and billing arrangements
- Ability to comprehend all surgical/wellness paperwork and check-in/out procedures as it applies to the spay/neuter program in order to answer appropriate questions
- Stay up-to-date with prices (public, group, and employee) of all medical services offered and be able to promote our low-cost services
- Understand the benefits of spay/neuter surgery, routine vaccinations, and regular wellness services and be able to clearly communicate these to the public with tact and good judgment
- Other duties as assigned

Work Environment:

- Potential for exposure to zoonotic diseases

- Exposed to high noise levels, chemicals used to sanitize facilities, vehicles, or equipment and other physical situations that involve all forms of animal life

Additional Attributes:

- Treats all animals humanely, with compassion and concern, both on and off the job, and transmits these values to others
- Commitment to a high standard of safety and willingness to comply with all safety laws and all of the agency's safety policies and rules
- Willingness to report safety violations and potential safety violations to appropriate supervisory or management personnel
- Must support and demonstrate the agency's Core Values – Customer Service, Adaptability, Respect, Responsibility, and Integrity

Minimum Knowledge and Skills Required by the Job:

- Analytical skills and experience in gathering, reporting, and interpreting data with ease using databases and Excel
- Exceptional customer service skills through phone, email, and personal interaction
- Ability to clearly explain animal service policies to the public with tact and good judgment
- Proficient with basic office equipment: phone, copier, fax
- Proficient computer skills including internet, email, Word, Excel, PowerPoint and basic understanding of databases
- Comfortable and curious to learn new technologies
- Strong verbal and written communication skills
- Ability to establish and maintain effective and cooperative working relations with the public and other employees
- Able to effectively manage multiple complex projects simultaneously from start to finish, ensuring all details are considered, planned for and completed in a timely fashion
- Must have strong problem solving and organizational skills, ability to coordinate work efficiently in a fast-paced high-volume environment with keen attention to detail
- Ability to handle inflammatory situations with both clients and staff to bring conflicts to a mutual resolution
- Must maintain open mind regarding changes and be willing to learn and implement new protocols
- Must be able to analyze and define problems, collect and organize data, establish facts and draw valid conclusions
- Resourceful self-starter motivated to work independently with minimal supervision
- Ability to work with frequent interruptions and changes in priorities
- Experience with PetPoint, preferred
- Bilingual in English and Spanish, a plus

Physical Requirements of the Job:

- Must stand, walk, bend and stoop to perform duties
- May be expected to work weekends, holidays, and off hours
- May require performance of tasks that involve potential for exposure to blood, body fluids, or tissues, animal and human
- Ability to drive a vehicle
- Willingness to work weekends, holidays, and off-hours, on occasion
- Primarily works in an office setting

Authority: The Spay/Neuter Coordinator reports directly to the Chief Veterinarian and works closely with the Controller for invoicing, Community Engagement (development) department for grant coverage, other veterinarians, front desk staff, and surgical staff as teammates

Submit an application by visiting our website, SAhumane.org/employment