



JOB POSTING

POSTING DATE: 02/27/2024

POSITION: Outreach Associate

CLOSING DATE: Open Until Filled

STATUS: Part-Time

REQUIRED EXPERIENCE: 6 months in related field preferred

REQUIRED EDUCATION: High school diploma/GED, college degree preferred, CPR/AED & First Aid certification preferred

STARTING HOURLY RATE: \$14.00

REPORTS TO: Humane Education Supervisor

JOB DESCRIPTION

The Outreach Associate is part of the Community Engagement Team and is responsible for supporting day-to-day work of the San Antonio Humane Society's (SAHS) Volunteer and Humane Education Departments. Job duties included below.

Principal Duties and Responsibilities:

Humane Education

- Assists with creating and implementing humane education events, programs, and projects
 - This includes birthday parties, camps, tours, speaking engagements, offsite programs, virtual programs, and any other educational programs
 - Must be able to work and run programs independently and with others
- Ability to comfortably conduct educational programs offsite in the community in various areas of town with participants of various demographics
- Assists with planning, preparation, and implementing the daily operations of spring, summer, and other Camp Humane programs
- Assists in developing education program curriculum, presentations, and educational handouts
- Work with and assist with training of volunteers for any humane education programs
- General office work including, but not limited to preparing various program materials for schools, camps, educational programs and events, record keeping on all educational programs, responding to all emails and phone calls
- Ability to work with all people from young children to older adults in various settings (i.e., large crowds, on camera, or one-on-one)
- Ability to express oneself clearly and concisely with children, parents, volunteers, and other team members

Volunteer

- Assist with creating projects to recruit, retain, and recognize volunteers
 - This includes coordinating and assisting with outreach events, volunteer for a day functions, and all other volunteer driven projects or events as needed and/or required
 - Providing ideas to the volunteer handbook, job descriptions, and program forms as needed
- Keep volunteers up-to-date and address any issues and concerns in real time, documenting and maintaining up-to-date instructions for activities
- Provide individuals with volunteer orientation and training as needed
 - Match volunteers with requested tasks from staff and work with staff to develop training methods for the requested jobs
- Guide first time volunteers to appropriate activities and provide training/assistance as needed so they feel on-boarded and knowledgeable
- Ability to comfortably conduct volunteer programs offsite in the community in various areas of town with participants of various demographics
- Serves as point of contact for all internal and external volunteer opportunities and requests in the supervisor's absence.
- Assists other departments and/or programs as needed and/or required
- Ability to work with all people from young children to older adults in various settings (i.e. large crowds, on camera, or one-on-one)
- Able to make and maintain contacts in the community to enhance SAHS volunteer program visibility

Knowledge and Skills:

- Proven ability to use tact, discretion, diplomacy, and independent judgment within general policy, procedural, and legal guidelines when dealing with volunteers and the public
- Excellent customer service skills
- Experience managing confidential data
- Expected to keep a positive attitude and not engage in gossip or other destructive behaviors
- Excellent writing, public speaking, and interpersonal skills
- Bilingual preferred
- Knowledge of Microsoft Office (specifically Word, Excel, Publisher, and PowerPoint), G Suite, and email/internet software.
- Excellent organizational skills

Work Environment:

- Time split between onsite office environment, outdoor, and pet housing area
- Exposure to high noise levels when in kennel areas

- Potential for animal bites and scratches while handling animals
- Potential exposure to blood, bodily fluids or tissues - animal or human

Physical Requirements:

- Valid driver's license and proof of automotive insurance
- Exposure to animal noises, chemicals used to sanitize facilities, vehicles, or equipment and other physical situations that involve all forms of animal life
- Willingness to work evenings, weekends, and holidays. Shifts vary based on organization and volunteer needs
- Requires the ability to lift and move up to 50 pounds and use of manual dexterity
- Requires the ability to be constantly mobile
- Ability to effectively handle all sizes of animals including large dogs up to 50 lbs.

Additional Duties and Responsibilities:

- Treats all animals humanely, with compassion and concern, both on and off the job and transmits these values to other
- Ability to follow oral and written instruction
- Ability to plan, organize, and work with minimal supervision
- Attend SAHS events as needed
- Ability and flexibility to accommodate last-minute program and schedule changes with a positive and supportive attitude
- Responsibility for completion of all online training curriculum by assigned deadline
- Ability to work well with a diverse team of staff and volunteers, as well as individually, with limited direction.
- Must support and demonstrate the agency's Core Values – Customer Service, Adaptability, Respect, Responsibility, and Integrity
- Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer's safety policies and rules and must be willing to report safety violations and potential safety violations to appropriate supervisory or management personnel
- Other duties as assigned by the Humane Education Supervisor, and/or Director of Community Engagement.

Apply online at www.SAhumane.org